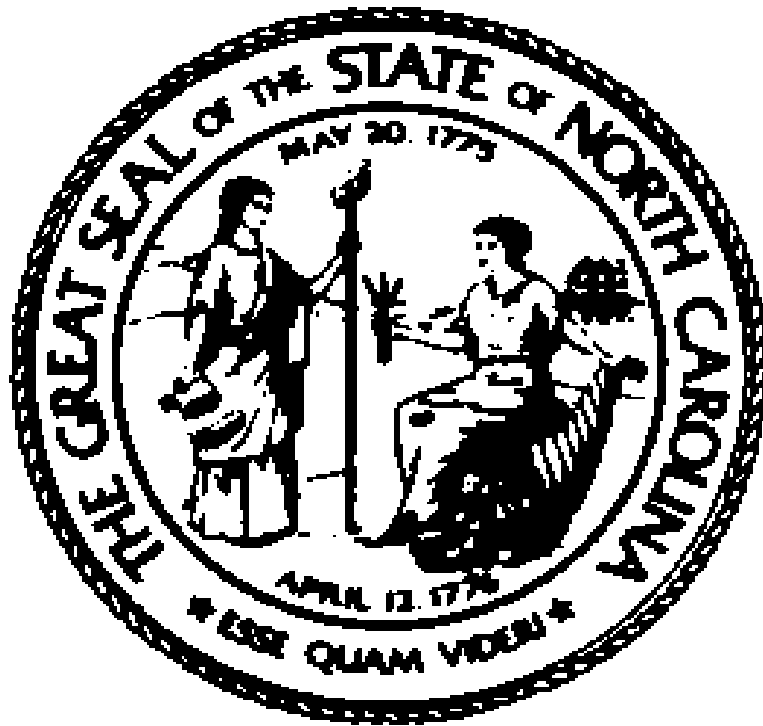


**FAMILY RESOURCE CENTER GRANT PROGRAM
FEDERALLY FUNDED FAMILY SUPPORT PROGRAM**

2001 ANNUAL REPORT

Pursuant to Session G. S. 143B-152.15



**North Carolina Department of Health and Human Services
Division of Social Services**

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Executive Summary

- The current annual report uses new reporting techniques and includes the significantly more accurate and comprehensive data than in previous years.
- Family Support and Family Resource Center Programs have consistently demonstrated their ability to improve family functioning.
- In Fiscal Year 2000-2001, the Department of Health and Human Services, Division of Social Services (DHHS/DSS) funded sixty-four programs in 41 counties and the Eastern Band of Cherokee Indians.
- The three primary goals for Family Support and Family Resource Center Programs in North Carolina are:
 1. Families will establish safe and supportive environments for their children.
 2. Programs will support the healthy development of children.
 3. Programs will establish and maintain family involvement in program planning.
- Data from the Family Support Database, North Carolina Family Support Outcome Scale, and Client Satisfaction Surveys indicate that Family Support and Family Resource Center programs are successful in meeting these primary goals.
- Family Support/Family Resource Centers served 73,482 participants (duplicated) in FY 2000-01.
 - Programs provided 64,333 meals to participants
 - Programs provided 8,036 occurrences of child-care for program participants
 - Programs provided transportation to 24,958 participants
- Many program participants developed functional strengths in areas that had previously been rated as weaknesses, or 'not a strength'.
- Almost half (44%) of children rated on school performance on the NCFSSOS moved to a higher level of functioning.
- Program participants expressed a high degree of satisfaction with their experiences at Family Support and Family Resource Center programs.
- Interactions with staff, program effectiveness, and client safety were all rated highly by program participants
- Responsibility for maintenance and modifications to the Family Support Database has been transferred to Appalachian State University Social Work Program.
- A training program for continuing education of Family Support and Family Resource Center program staff has been implemented statewide through a cooperative effort between the Division of Social Services and Bringing It All Back Home.

Introduction

This 2000-2001 Annual Report details the activities all family support programs funded through the Division of Social Services, Children's Services Section. These programs include state funded family resource centers, Title IV-B-2 funded Family Support Programs, and the Community Based Family Resource and Support programs. In this report, these programs will be collectively referred to as Family Support/Family Resource Center (FS/FRC) programs. Family Support programs were funded to develop local family-centered services aimed at helping families provide safe and stable environments for the healthy development of their children (see Appendix B and C for text of legislation). All of the programs included in this report record their activities through the Family Support Management Information System, an online database. Each Family Support/Family Resource Center program in North Carolina is responsible for tracking all program activities by logging their activities into the database on a continuing basis.

During State Fiscal Year (SFY) 2000-2001, forty-three agencies received funding from the North Carolina Department of Health and Human Services, Division of Social Services (DSS) to provide FS/FRC services for sixty-four programs in 41 counties and the Eastern Band of Cherokee Indians (Appendix A).

Goals and Outcomes for Family Support Services

There are three primary goals for Family Support Services, as set by the Department of Health and Human Resources, Division of Social Services:

- 1. Families will establish safe and supportive environments for their children.**
- 2. Programs will support the healthy development of children.**
- 3. Programs will establish and maintain family involvement in program planning**

Definition of Family Support Programs and Family Resource Centers

Family Support:

Family support is best defined as a conceptual approach to strengthening and empowering families and communities so they can foster the most favorable development of all family members. The operating premise of FS/FRC programs is that if family and child well-being is improved, the risk of abuse/neglect and foster care placement decreases. Rather than following a particular intervention design, family support programs attempt to address the specific needs of the community in which they operate. This flexibility encourages grass-roots program development and collaboration with families and other local interests in the program planning process.

Because of the grassroots, community-based orientation of family support programs, there are significant variances among programs. Many family support programs are far-reaching and make available an array of social, educational, and recreational activities. Other family support programs are designed to provide a single service, such as after-school tutoring. Some examples of intervention components for family support services in North Carolina include adult education, tutoring, employment training, school-based/linked programs, respite care, health screenings, support groups, parent education/training, and family recreation. Appendix D lists the Premises and Principles of Family Support as put forth by the Family Support America.

Role of Family Support Programs in the Mission of the Division of Social Services

Family Support Programs and Family Resource Centers are important components of the strategy utilized to accomplish the mission of the Division of Social Services, which states that the Division seeks to:

- Ensure that children and adults are protected from abuse, neglect, and exploitation;

- Strengthen family life in order to nurture our children so that they may become productive, healthy, and responsible adults;
- Ensure that every family and individual has sufficient economic resources to obtain the basic necessities of life.

Because of their location within specific neighborhoods and communities, FS/FRC programs serve as a link between the Division of Social Services and local families.

FS/FRC programs help identify community needs (and the needs of families within that community) and facilitate a coordinated response to those needs, working with public agencies and local businesses, churches, non-profit agencies and community leaders.

Because of their local nature and their practice of hiring people who live within the community in which the programs are based,

FS/FRC programs can establish the type of trusting working relationships with families that can be elusive for larger agencies, such as DSS. When families seek assistance from the Family Support program, staff will provide direct assistance or make referrals to the

FAMILY SUPPORT AT WORK

In a western NC county, a child walked into the school-based Family Resource Center and reported that his father had left the family the night before, taking all of the family furniture. Through the connections that had been forged in the community by the director of the program, the family of four had a fully furnished house the following day. The Family Support program was also able to help the mother of the family develop plans for coping with the changes resulting from the father's absence.

resources available in the greater community, including DSS. Conversely, families that are already receiving services from DSS can be referred to Family Support programs for additional assistance (i.e. job readiness training for Work First participants), or for follow-up services (such as parenting workshops or parent/child participation programs for families involved with a Child Protective Services case). This type of reciprocal relationship between Family Support Programs and the Division of Social Services allows for flexible programming that meets the needs of individual families and communities, and brings the agency closer to accomplishing the goals stated in the agency mission.

Core Services of Family Support Programs

FS/FRC Core services are programs and services that address state and federal legislative mandates. These core services are offered based upon the needs and resources assessment conducted in the target community. Unlike one-time workshops or forums, core services are offered on a regular basis and form the cornerstone of family support programs in North Carolina. Each of these Core Services has been shown to impact family and child-well being.

The Division of Social Services, Children's Services Section, Resource Development Team has identified the following ten core services offered by State Funded FS/FRC programs:

Academic Success Programs/Tutoring

This service encompasses all programs whose primary purpose is to foster the academic achievement of children and youth. Examples include after-school and summer education programs, lending libraries, and out-of-school suspension programs.

Adult Literacy/Adult Education

Included in this service are one-on-one and group literacy classes for adults. The philosophy behind these classes is that adult literacy enhancement will provide important education for parents, modeling for children and will increase resources available for family development.

Child and Youth Development

The emphasis of these programs is the social and psychological development of children and youth, in addition to educational enrichment. Examples include guided play programs; mentoring programs; recreation programs and camps; programs aimed at increasing self-esteem; and substance abuse awareness programs.

Community Building

These services are intended to help strengthen the communities in which families live. Examples include community-policing programs, efforts to clean up neighborhoods and repair homes, mediation services, and collaboration with housing and economic development agencies.

Health Services/Health Education

These services are designed to promote the physical and mental health and well-being of community residents. Examples include immunizations, WIC distribution, health education programs, and basic health screenings.

Family Services Coordination

These services respond to specific family issues as identified by the family members themselves. This coordination is provided through a variety of services, including goal setting, counseling, problem solving, material assistance, and referral to other resources.

Career Development

The purpose of these services is to provide adults with the job skills and resources needed to obtain employment and become economically self-sufficient. Services include job readiness programs, job placement counseling, computer skills programs or other skill development programs, and resume writing classes.

Parent Education/Parent Support Groups

These services are intended to empower parents to increase their effectiveness in nurturing positive growth in their children. Included in this group of services are formal parent skills training, support groups (i.e. teen parent or single parent support groups), and education regarding appropriate discipline of children.

Parent/Child Participation Programs

These services are designed to enhance relationships between parents and their children, with the goal of enhancing the development of both parent and child. Examples include parent/child literacy programs and local Family Nights.

Transportation/Child Care Support Services

These services are offered on an on-going basis to parents and children who are participating in FRC programs, activities and meetings. Transportation is also provided to families in order to support career or educational development and/or to access needed health care.

Training Initiatives/Program Refinements

In Fiscal Year 1999-2000, North Carolina was named as one of the new participants in the Family Support America/STATES (State Technical Assistance and Training for Effective Systems) initiative. As part of this initiative, the Resource Development Team has implemented a training program aimed at increasing FS/FRC staff knowledge of family support principles and practices to strengthen communities and families. During the past fiscal year, Bringing It All Back Home (BIABH) provided

regional training programs that serve as program specific supplements to the Family Based Services curriculum.

Family Support Programs are also being trained to regularly perform self-assessments using the Family Support America program self-assessment toolkit, “How Are We Doing”. This toolkit was purchased for each of the Family Support Programs funded through the Division of Social Services Resource Development Team. The purpose of this self-assessment is to examine all aspects of the day-to-day operations of the program. As part of training programs to use this self-assessment, regional consultants will meet with the programs from their region as a whole to introduce the main concepts behind the self-assessment process. Following this meeting, consultants will meet with programs individually to help tailor the use of the toolkit to the individual needs of the program. The Resource Development Team continues to use a regional system of consultation, which has allowed DSS program consultants to provide more technical assistance and program monitoring to individual family support programs.

Measuring Outcomes of Family Support/Family Resource Centers

The North Carolina Family Support Outcome Scale (NCFSOS) continues to be one of very few evaluation tools nationwide that has been developed specifically for measuring outcomes across the whole range of services offered by family support programs.

In developing the NCFSOS, the intent was to address the wide variety of potential outcome goals stated for each program. All of these outcomes are tied to the goals and outcomes stated in the legislation allocating funds for FS/FRC programs. Family Support

literature helped us in summarizing the individual items on the NCFSES into five domains:

- **Overall Child Functioning**
- **Overall Parent Functioning**
- **Overall Individual Functioning**
- **Overall Family Functioning**
- **Overall Community Functioning**

The NCFSES is a global measure. Each item addresses a very complex issue in a single global phrase. For instance, the item titled "*Parenting skills, knowledge, and attitudes*" (item B-I) addresses a range of possible outcome goals stated by parent education programs across the state: increasing positive child discipline techniques, increasing parents' knowledge of appropriate developmental behavior, improving parents' attitudes towards child-rearing and their children, and so on. All of these outcome goals, each of which can be broken down into several factors or issues, have been integrated into the global phrase "Parenting skills, knowledge, and attitudes." While this measure lacks some precision, it does provide funding agencies and individual programs with useful knowledge of the progress being made toward the achievement of broad program goals. A copy of the NCFSES and the user's guide are included in Appendix G.

North Carolina's Family Support Database

The North Carolina Family Support Database is an online database maintained by the Appalachian State University (ASU) Social Work Program. The database was developed for the purpose of monitoring individual and statewide family support program performance. The database allows the Division to track information required by the funding sources for the FS/FRC programs. The Family Support Database records the type of services offered, the demographic information of individuals and families receiving services,

and the outcomes of services as measured by the North Carolina Family Support Outcome Scale. This information, in addition to being used for reporting to current funding sources, can also serve the function of aiding programs in obtaining additional funding and in future program planning. DSS and ASU Social Work Program staff have made significant progress in making the database more user-friendly, efficient, and capable of capturing and reporting all program activities.

Success Story

The Adult Education/Family Literacy Program on Dec. 8th to honor three participants who achieved their GED. One graduate said "I would encourage any mom who doesn't have her GED, to attend this program. Your children are well taken care of while you further your schooling. I have now received my GED and will continue my education at Brunswick Community College taking the Child Care Credential classes starting next semester." Another graduate stated that "The child-care component of this program has helped my son learn socialization skills and prepared him for the preschool program at Lincoln Primary. The program has given me the opportunity to achieve my GED and meet new people."

Presentation of Findings

There are two types of activities recorded in the database. The first, *Individual Activities*, refers to those activities that are ongoing and that are intended to address specific, identifiable needs of the participants. Examples of these types of activities include Parent Education classes, counseling and academic success programs, as well as the other core services of FS/FRC programs. It is these activities that allow for outcome measurement, as the clients will be expected to gain specific skills during the course of their program involvement. The NCFSSOS is used to rate client functioning at the beginning and at the completion of individual activities. The second type of activities, Summary Activities, are typically one-time events that aim to address issues related to family and community well-being, without the depth of intervention that is found in *Individual Activities*. Many summary activities are intended to introduce or reinforce positive family interaction or build interfamilial support in the community. Examples of summary activities include health fairs, holiday gatherings, and parent/child outings. Data recorded on summary activities are limited to demographic information and program descriptions, as it would not be feasible to conduct pre and post surveys for

participants at these one-time events. In this presentation of findings, data are provided on the number of participants in specific services during FY 2000-2001, and the

Reaching Out

Jane moved to North Carolina from Florida with her husband and two children, into what she thought was a nice trailer park. Abuse from older children in the park began to impact her own children. With the help of the staff at Family Resources, professional help was found, and money was raised to help her family relocate to a much nicer home. Jane is now enrolled in GED classes at Family Resources and is well on her way to receiving her diploma.

demographic characteristics of the participants.

Family Support/Family Resource Centers served **73,482** participants (this number represents an unduplicated count for individual activities, but includes an unknown amount of duplication because participant identification is not recorded during summary activities) in fiscal year 2000-2001. During the process of compiling statistics

for this report, DSS and ASU staff discovered an under-reporting of program participants and program activities in past years (less than 20,000 participants, duplicated, were reported in each of the past 2 fiscal year reports). The database has now been modified to ensure inclusion of all program activities. **64,333** meals (compared to 38,732 meals reported in fiscal year 1999-2000) were provided to community residents during the past fiscal year. In addition, there were **8036** occurrences of child-care being provided by the family support program. Transportation was provided to **24,958** participants during the fiscal year (13,893 reported in 1999-2000). These program activities are put into place and used extensively to ensure that needy citizens will not be denied services because of logistical problems (e.g. in the case of parents participating in an activity immediately after work). Appendix E displays statistics for activities with summarized data, while Appendix F details the activities with individualized statistics.

Demographic Data of Program Participants (All Activities)

Table 1. Reported Age of Participants by Age Range (unduplicated):		Number	Percent
0 - 5		9,563	13.01%
6 - 12		12,605	17.15%
13 - 18		7,695	10.47%
19 - 29		12,432	16.92%
30 - 39		13,327	18.14%
40 - 49		8,371	11.39%
50 - 59		4,536	6.17%
60+		4,863	6.62%
Discrepancy		90	0.12%
Total		73,482	100.00%

Table 2. Gender of Participants (unduplicated):		Number	Percent
Female		51,486	70.07%
Male		21,996	29.93%
Total		73,482	100.00%

Table 3. Ethnicity of Participants (unduplicated)		Number	Percent
African-American		34242	46.60%
European-American		30584	41.62%
Hispanic		4252	5.79%
Native-American		1808	2.46%
Asian-American		138	0.19%
Other		2458	3.35%
Total		73482	100.00%

Note: In the demographic data, Family Resource Center clients who participate in both activities with individualized statistics and activities with summarized statistics are counted more than once. Family Resource Center clients who participate in more than one summarized activity are also counted more than once. Due to the nature of the data collected from the centers, the extent of the duplicated count of participants is unknown.

Table 1, 2 and 3 display age, race, and gender data. The demographic information available from the database provides useful information on the characteristics of the participants in FS/FRC activities. Programs served family members of all ages. Approximately 40% of all family members served were 18 years of age or younger, while 12.8% were 50 years or older. This range in ages of participants has been consistent over the history of DSS sponsorship of FS/FRC programs, indicating an effort to reach all family members (a fundamental tenet of a family-centered approach to service provision). Approximately 70% of the family members served were women, which suggests that

females may still assume much of the child-rearing responsibilities for families in communities where FS/FRC programs are located. Ethnicity information reveals an over-representation of African American families (46.6%, compared to 22% in the general population of NC) among participants in FS/FRC programs.

Table 4. FS/FRC Program Service Types, and the Proportion of All Participants Participating in Each Service Type Category, FY 2000-2001

Program Service Type	Summary Activities (N=66,660)	Individual Activities (N=124,081)	All Activities (N=190,741)
Child Development	4878 (7.32%)	30403 (24.50%)	35281 (18.50%)
Family Support	16217 (24.33%)	15922 (12.80%)	32139 (16.85%)
Academic Success Programs/Tutoring	2615 (3.92%)	28250 (22.80%)	30865 (16.18%)
Adult Education	815 (1.22%)	18080 (14.60%)	18895 (9.91%)
Parent/Child Participation programs	6361 (9.54%)	8521 (6.90%)	14882 (7.80%)
Information & Referral, Resource Linkage	7634 (11.45%)	2054 (1.70%)	9688 (5.08%)
Other	5146 (7.72%)	2518 (2.00%)	7664 (4.02%)
Family Education and/or Skill Training	4739 (7.11%)	2799 (2.30%)	7538 (3.95%)
Leadership Development	3169 (4.75%)	4348 (3.50%)	7517 (3.94%)
Health Education	5625 (8.44%)	1638 (1.30%)	7263 (3.81%)
Occupational Skills/Job Readiness/ Job Placement	1002 (1.50%)	5620 (4.50%)	6622 (3.47%)
Service Coordination	4178 (6.27%)	30 (0.00%)	4208 (2.21%)
Self Sufficiency	2267 (3.40%)	1340 (1.10%)	3607 (1.89%)
Client Advocacy	833 (1.25%)	1149 (0.90%)	1982 (1.04%)
Respite Care	471 (0.71%)	342 (0.30%)	813 (0.43%)
Individual or Family Counseling	206 (0.31%)	526 (0.40%)	732 (0.38%)
Case Management	227 (0.34%)	268 (0.20%)	495 (0.26%)
Family Reunification	125 (0.19%)	213 (0.20%)	338 (0.18%)
Adoption Promotion and Support	82 (0.12%)	60 (0.00%)	142 (0.07%)
Discrepancy	70 (0.11%)	0 (0.00%)	70 (0.04%)
TOTAL	66660 (100.00%)	124081 (100.00%)	190741 (100.00%)

The data in Table 4 show the Number of Participants Participating in Each Service Type Category, FY 2000-2001. It is useful to note the differences between the types of activities in this Table. For instance, Health Education is more often addressed in workshop type settings (8.5 % of Summary Activities) rather than in ongoing classes (only 1.3% of Individualized Activities). Conversely, Academic Success programs are more likely to be a focus of Individualized Activities rather than single episode Summarized Activities. Appendices E and F provide detailed reports of Participant, Staff,

and program information for activities reported in summary form and activities reported in individualized form, respectively. Activities with Individualized Statistics are reported differently than in years past. The activities are now reported as units of service. This allows for consistency in reporting across activity type, and also reflects a more accurate accounting of how program resources are utilized. During FY 00-01, Academic Success, Child Development, and Family Support were the most frequently offered activities, making up over half (51.53%) of all programming efforts. In the 2001-2002 budget enacted by the General Assembly, section 20.48 of S.L. 2001-424 requires that all Family Resource Centers offer programs that enhance children's development and ability to attain academic and social success. Current Data indicate that this area of service is already a priority for many family support programs funded through DSS (see Appendix A1 for a breakdown of service type for each funded program). Another area of concern for the General Assembly was that family resource centers offer a program that emphasizes programs aimed at helping parents become role models for their children. Again, we see that many programs are currently meeting this requirement: 21.66% of all services were focused on Adult Education, Family Education, or Parent/Child Participation programs. Information and referral activities represented another five percent of all services provided. The remaining twelve activities were offered less frequently by family support programs, each making up less than five percent of all services provided.

North Carolina Family Support Outcome Scale Results

The results of the North Carolina Family Support Outcome Scale indicate that FS/FRC programs are able to help families and individuals develop strengths that will contribute to a higher level of family functioning. Results also suggest that FS/FRC

programs help families maintain their level of functioning during times of increased stress.

FS/FRC program staff complete the NCFSES for each participant at the beginning and end of services. The same worker should assess the participant at program outset and program completion/termination. Workers do not have to assess participants in each domain, or even each item within a particular domain. Instead, workers are instructed to rate those items that directly relate to the individual client (See Appendix G for complete NCFSES User's Manual).

Aiming Higher
“The program has given me a second chance to get my education. Before I became a graduate, I wondered what kind of example I would be to my children as a high school drop-out. In less than one year, I have become a high school graduate and have enrolled in college classes. I also work part time with the other Family Literacy participant's children in the preschool room at the Family Resource Center. My children have watched and experienced these changes in my life. I now know that I can have high expectations for them because I have met and continued to make higher expectations for myself.”

Because workers rate program participants only on those items that directly apply to the participants' particular needs, there is significant variance in the number of observations for each scale item. For example, the number of observations for individual scale items ranges from 3135 ratings for *Individual's skills, knowledge, and attitudes* (Item E.1 in Appendix G) to 715 ratings for *Ability to solve family disputes without violence* (Item C8, Appendix G). Because the global item *Individual's skills, knowledge, and attitudes* could be applied to any situation involving work with an individual, it follows logically that the item is rated most often. Conversely, the more specific aspects of functioning are rated less often. For example, the Community Functioning Domain had very few ratings in each item (approximately 300) and will be excluded from the analysis of outcome data because of the low number of observations. DSS and ASU staff will analyze this domain for possible modifications that will make the domain more relevant to individual participants. The results for all other domains covered by the NCFSES are presented and discussed below. For each area within a domain results

indicate the percentage of participants who were rated as demonstrating improved functioning and the degree of improvement, or were rated as showing no improvement or less effective functioning.

Overall Child Functioning Domain

Table 5. NCFSES Results for All FS/FRC Programs FY 2000-2001						
Overall Child Functioning	Decrease	No Change	Not a Strength to Moderate Strength	Not a Strength to Clear Strength	Moderate Strength to Clear Strength	Number Evaluated
Child's developmental status (Social, Cognitive, etc)	49 1.79%	1,497 54.73%	381 13.93%	166 6.07%	642 23.47%	2,735
Child's physical health	84 3.52%	1,461 61.21%	226 9.47%	65 2.72%	551 23.08%	2,387
Child's mental health	67 2.89%	1,386 59.77%	265 11.43%	78 3.36%	523 22.55%	2,319
Child's behavior	77 3.08%	1,370 54.89%	362 14.50%	116 4.65%	571 22.88%	2,496
Child's school performance	41 2.92%	734 52.24%	235 16.73%	87 6.19%	308 21.92%	1,405
Teenager's movement towards self-sufficiency	26 4.06%	359 56.01%	60 9.36%	36 5.62%	160 24.96%	641

This domain provides global measures of child functioning in specified areas of a child's life. Obviously of interest to funding sources is whether FS/FRC programs improve the well-being and functioning of children whose families participate in FS/FRC activities. The NCFSES outcome data reported in Table 5 suggest that programs are effective at improving child functioning. Forty percent of the ratings indicated that there was an increase in Child Functioning from the beginning of services to the completion/termination of services. In contrast, less than 3 % of participants rated in this domain were assessed as functioning less effectively. This is an important finding, as many families first seek assistance from FS/FRC programs when they are facing crises or a deterioration of family functioning.

One of the areas of functioning that showed the most improvement was Child's School Performance, with 45% of participants rated as having moved to a higher level of functioning. Over one-fourth of all participants in FS/FRC activities who were rated in the Child Functioning domain progressed from having issues as 'Not a Strength' or a 'Moderate Strength' to a rating of 'Clear Strength'.

Overall Individual Functioning

Table 5. NCFSES Results for All FS/FRC Programs FY 2000-2001						
Overall Individual Functioning	Decrease	No Change	Not a Strength to Moderate Strength	Not a Strength to Clear Strength	Moderate Strength to Clear Strength	Number Evaluated
Individual's skills, knowledge, and attitudes	52 1.66%	1,707 54.45%	613 19.55%	218 6.95%	545 17.38%	3,135
Individual's sense of support in parenting role	44 2.03%	1,068 49.31%	509 23.50%	142 6.56%	403 18.61%	2,166
Individual's physical / mental health	59 2.27%	1,462 56.27%	464 17.86%	163 6.27%	450 17.32%	2,598
Individual's educational attainment	59 2.09%	1,637 57.99%	523 18.53%	149 5.28%	455 16.12%	2,823
Individual's leadership skills	59 2.80%	1,058 50.24%	472 22.41%	152 7.22%	365 17.33%	2,106
Participation in community groups and activities	46 2.42%	1,023 53.87%	495 26.07%	77 4.05%	258 13.59%	1,899

This domain was added after the implementation of the first version of the NCFSES in order to capture information on those individuals whose situation did not fit neatly into one of the existing domains on the scale. An example of this is a person who is caring for the children of a relative that is receiving support services. They don't fit into the parent or child domains, but may have individual issues that need to be addressed. Individual Functioning has come to be the most widely used domain because of the global nature of the individual items.

Almost half (48.67%) of the participants rated on the item '*Sense of support in Parenting Role*' showed movement to a higher level of functioning during the course of

receiving Family Support Services. As with the Child Functioning Domain, results show that at least 40% of participants moved to a higher level of functioning.

Overall Parent Functioning

Table 7. NCFSES Results for All FS/FRC Programs FY 2000-2001						
Overall Parent Functioning	Decrease	No Change	Not a Strength to Moderate Strength	Not a Strength to Clear Strength	Moderate Strength to Clear Strength	Number Evaluated
Parenting skills, knowledge, and attitudes	31 2.20%	649 46.13%	250 17.77%	143 10.16%	334 23.74%	1,407
Parent's sense of support in parenting role	29 2.49%	582 50.04%	187 16.08%	97 8.34%	268 23.04%	1,163
Parent's physical / mental health	30 2.96%	571 56.37%	127 12.54%	63 6.22%	222 21.92%	1,013
Parent's educational attainment	45 4.90%	528 57.52%	91 9.91%	64 6.97%	190 20.70%	918
Parent's leadership skills	37 4.24%	481 55.16%	135 15.48%	63 7.22%	156 17.89%	872
Participation in community groups and activities	35 4.65%	411 54.58%	128 17%	40 5.31%	139 18.46%	753

Table 7 reports results of the FY 2000-2001 ratings for the Parent Functioning Domain on the NCFSES. Findings are similar to those reported for the previous two domains.

Over one-half (52%) of the participants rated in the area of '*Parenting skills, knowledge, and attitudes*' increased their level of functioning during the period of time they were involved in the FS/FRC activity. Across all areas other than *Parent's educational attainment*, 40% or more of participants showed improvement and at least 95% did not deteriorate. Thirty-one percent of participants moved from lesser areas of functioning to a 'clear strength' in their '*sense of support in parenting role*'.

Overall Family Functioning

Table 8. NCFSES Results for All FS/FRC Programs FY 2000-2001						
Overall Family Functioning	Decrease	No Change	Not a Strength to Moderate Strength	Not a Strength to Clear Strength	Moderate Strength to Clear Strength	Number Evaluated
Parent-child interactions, parent-child relationship	20 1.66%	511 42.34%	190 15.74%	101 8.37%	385 31.90%	1,207
Family communication	18 1.79%	449 44.59%	162 16.09%	96 9.53%	282 28%	1,007
Family cohesiveness, mutual support	21 2.28%	424 45.94%	125 13.54%	86 9.32%	267 28.93%	923
Physical/learning/emotional environments in home	16 2.17%	397 53.79%	85 11.52%	70 9.49%	170 23.04%	738
Informal social support	19 2.70%	377 53.63 %	81 11.52%	78 11.10%	148 21.05%	703
Family economic self-sufficiency	30 3.22%	558 59.87%	113 12.12%	84 9.01%	147 15.77%	932
Ability to meet basic economic needs	30 3.10%	597 61.67%	99 10.23%	88 9.09%	154 15.91%	968
Ability to solve family disputes without violence	17 2.38%	418 58.46%	85 11.89%	46 6.43%	149 20.84%	715

One could argue this is the core domain of the NCFSES, since a fundamental principle of family support is that healthy families produce healthy children. The results from the NCFSES that are reported in Table 8 are quite important. Over 40% of participants were rated as having made a significant shift in their ability to solve family disputes without violence. Fifty-six percent of participants rated for parent-child relationships moved to a higher level of functioning. Forty percent of participants had developed their parent-child relationships into a 'Clear Strength'. Table 8 displays similar results in the scale items '*Family Communication*' and '*Family cohesiveness, mutual support*'. The area in this domain that showed the most limited positive movement was related to economic well-being. However, over one-third of the

participants rated in the area of self-sufficiency and the ability to meet basic needs increased their functioning level during their involvement with the FS/FRC program activity.

Satisfaction Survey Results

In July of 2001, FS/FRC programs administered satisfaction surveys to each client who was an active participant of the center during a specified week in that month. There will be another administration of the survey during the school year, when programs operate after-school programs and other activities designed to improve academic performance. The instrument included 14 questions developed by DSS staff. Data on participant gender, race, and other household information were collected. The survey used a seven-point scale that was sensitive to minor variations in client satisfaction. A copy of the scale can be found in Appendix H. A total of 703 surveys were returned. In an effort to reach out to the Hispanic community and receive input directly from members of that community whom receive services, a Spanish language translation of the survey was developed for use throughout the state. Demographic data for the respondents to the client satisfaction survey are shown below:

Table 9. *Race of Client Satisfaction Survey Respondents*

RACE	Number (Percent)
African-American	349 (49.64%)
American Indian	23 (3.27%)
European American	158 (22.48%)
Hispanic	102 (14.51%)
Other/Missing	71 (10.10%)
TOTAL	703 (100%)

Table 10. *Gender of Client Satisfaction Survey Respondents*

GENDER	Number (Percent)
Male	182 (25.89%)
Female	521 (74.11%)
TOTAL	703 (100%)

Table 11. Household Information of Survey Respondents

Participant Household Information (n=703)	
Do you have any children?	
No	133
Yes	570
If you have children, how many currently live with you?	1.74 children
How long have you participated in the program?	17.70 months
How often do you participate in program activities?	5.00 times per month

Table 12. Client Satisfaction Survey Responses

Client Satisfaction Survey 1=Strongly Disagree (negative) 2=Disagree 3=Somewhat Disagree 4=Neutral/Undecided 5=Somewhat Agree 6=Agree 7=Strongly Agree (positive)	Mean Response
Q1- The people at this program care about me.	6.35
Q2- Parents make decisions about the program and its plans for the future.	6.06
Q3- If the program does not offer what I need, staff will help me find another way to get it.	6.26
Q4- I would recommend this program to another parent in the community.	6.44
Q5- Every family is welcome at the program, no matter what their beliefs or lifestyles are.	6.39
Q6- I have become better at advocating for my family and making my concerns heard.	6.21
Q7- Parents help plan and organize activities and programs that are useful for families.	6.26
Q8- Participation in program activities has helped me become a better caregiver for my family.	6.23
Q9- Program staff acknowledge the things I do well.	6.29
Q10- When I have problems getting services I need for my family, program staff help me figure out how to get what I need.	6.23
Q11- Since becoming involved in the programs here, I have become more involved in the community.	6.00
Q12- The services I get here have been a big help to me.	6.38
Q13- My family and I feel safe at the program.	6.44
Q14- Overall, I am satisfied with the services I have received from this program.	6.46

As the results of the survey indicate, participants at FS/FRC programs reported being quite satisfied with the services they receive from the programs, as well as how they are treated by staff. The most positive rating was a seven, on a scale of one to seven, and

every question had a mean response of at least 6.00. The FS/FRC programs use a family-centered; strength based approach that seems to make program participants feel like an important partner in all of the program activities that are conducted. The mean length of time survey respondents have been participating in program activities is almost 18 months, indicating an ability of FS/FRC programs to establish long-term, effective working relationships with many families.

Client Comments

- “Opened my eyes to different methods on being a better, in-control parent.”
- “Very good program for unwed and single parents, and for other people who don’t have much .”
- “I think the program is a good source of help, and encouragement.”
- “This is a great program for the children, parents, and elderly of this community.”
- “I am learning a lot in this program-things like what to do when you look for a job.”

Conclusion

In FY 2000-2001, the Family Support/Family Resource Center programs funded through the Division of Social Services, Resource Development Team, served a large number of citizens living in the communities where the programs are based. There was a duplicated count of 73,482 participants in all FS/FRC programs. The results of the North Carolina Family Support Outcome Scale indicate that FS/FRC programs are effective at strengthening the functioning of many program participants in all domains measured by the NCFSSOS. A number of participants developed functional strengths in areas that had previously not been strengths.

Participants of Family Support/Family Resource Centers expressed a high degree of satisfaction with these programs. Interactions with staff, program effectiveness, and client safety were all rated highly by program participants.

In final summary, Family Support and Family Resource Center programs appear to be continuing and expanding upon the effective needs-based service that they provide in local communities. They also continue to meet the goals mandated in the legislation that provide funding for these programs. Family Support Programs and Family Resource Centers programs in North Carolina use the principles of family-centered practice to

reach out to families to prevent abuse/neglect and foster care placement, and to build family well-being. Data indicate that program participants are developing needed skills and strengths, and that families and individuals show positive growth during the time that they are involved with FS/FRC services.

Appendix A1.
List of Family Support Contract Agencies, Programs,
Type of Service Offered, and Funding Sources, by County

Alleghany County

Alleghany County Partnership for Children

State Crime 75,000

Alleghany County Family Resource Center	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	3	1.40%	168	7%	171	6.61%
Adult Education	0	0%	1,071	44.60%	1,071	41.38%
Child Development	11	5.70%			11	0.43%
Client Advocacy	17	8.90%	1	0%	18	0.70%
Family Education and/or Skill Training	9	5%			9	0.35%
Family Support	65	34.60%	892	37.20%	957	36.98%
Health Education	3	1.80%			3	0.12%
Individual or Family Counseling	0	0%			0	0.00%
Information & Referral, Resource Linkage	30	16.10%			30	1.16%
Other	13	7.10%			13	0.50%
Parent/Child Participation programs	13	7.10%	269	11.20%	282	10.90%
Service Coordination	23	12.10%			23	0.89%
Total	187	100.00%	2401	100.00%	2588	100.00%

Ashe County

Ashe County Partnership for Children

State Crime 75,000

Ashe Family Resource Center	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Adult Education	0	0%	773	46.40%	773	20.95%
Case Management	163	8%			163	4.42%
Child Development	0	0%	552	33.20%	552	14.96%
Client Advocacy	476	23.50%			476	12.90%
Family Education and/or Skill Training	42	2.10%	7	0.40%	49	1.33%
Family Support	998	49.30%	20	1.20%	1,018	27.59%
Individual or Family Counseling	0	0%	313	18.80%	313	8.48%
Information & Referral, Resource Linkage	257	12.70%			257	6.96%
Service Coordination	89	4.40%			89	2.41%
Total	2,025	100.00%	1,665	100.00%	3,690	100.00%

Bertie County

Bertie County Schools

IV-B-2 75,000 CBFPS 75,000

Colerain Family Resource Center	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	2,263	36.50%	2,263	35.93%
Adult Education	0	0%	1,020	16.40%	1,020	16.19%
Family Support	95	100%	15	0.20%	110	1.75%
Leadership Development	0	0%	1,056	17%	1,056	16.76%
Occupational Skills/Job Readiness/Job Placement	0	0%	990	16%	990	15.72%
Other	0	0%			0	0.00%
Parent/Child Participation programs	0	0%	860	13.90%	860	13.65%
Total	95	100.00%	6,204	100.00%	6299	100.00%

Bertie County (continued)

Lewiston Family Resource Center - CBFRS		Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:		<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring		NONE REPORTED		4,906	38.30%	4,906	38.28%
Adoption Promotion and Support						0	0.00%
Adult Education				1,646	12.80%	1,646	12.84%
Case Management						0	0.00%
Child Development						0	0.00%
Family Education and/or Skill Training				37	0.30%	37	0.29%
Family Support				179	1.40%	179	1.40%
Health Education				3	0%	3	0.02%
Information & Referral, Resource Linkage				1	0%	1	0.01%
Leadership Development				1,937	15.10%	1,937	15.12%
Occupational Skills/Job Readiness/Job Placement				2,656	20.70%	2,656	20.73%
Other						0	0.00%
Parent/Child Participation programs				1,450	11.30%	1,450	11.31%
Total				12,815	100.00%	12,815	100.00%

Bladen County

Bladen County Schools

IV-B-2 75,000

Bladen Family Support Initiative		Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:		<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Adult Education		21	2.10%	1,456	92%	1,477	57.25%
Child Development		43	4.30%	90	5.70%	133	5.16%
Family Education and/or Skill Training		155	15.60%	30	1.90%	185	7.17%
Family Support		406	40.70%	7	0.40%	413	16.01%
Health Education		107	10.70%			107	4.15%
Individual or Family Counseling		30	3%			30	1.16%
Information & Referral, Resource Linkage		7	0.70%			7	0.27%
Occupational Skills/Job Readiness/Job Placement		0	0%			0	0.00%
Other		7	0.70%			7	0.27%
Parent/Child Participation programs		150	15%			150	5.81%
Service Coordination		71	7.10%			71	2.75%
Total		997	100.00%	1,583	100.00%	2,580	100.00%

Brunswick County

Communities In Schools of Brunswick County, Inc.

IV-B-2 75,000

Communities in Schools FRC

		Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:							
Academic Success Programs/Tutoring		644	19.80%	19	0.10%	663	2.92%
Adoption Promotion and Support		9	0.30%			9	0.04%
Adult Education		107	3.30%	1,172	6%	1,279	5.63%
Case Management		0	0%	5	0%	5	0.02%
Child Development		72	2.20%	16,342	83.90%	16,414	72.21%
Family Education and/or Skill Training		215	6.60%	273	1.40%	488	2.15%
Family Reunification		27	0.80%			27	0.12%
Family Support		286	8.80%	380	2%	666	2.93%
Health Education		1,073	33%			1,073	4.72%
Information & Referral, Resource Linkage		429	13.20%			429	1.89%
Leadership Development		215	6.60%			215	0.95%
Occupational Skills/Job Readiness/Job Placement		0	0%	1	0%	1	0.00%
Other		107	3.30%	1	0%	108	0.48%
Parent/Child Participation programs		0	0%	1,279	6.60%	1,279	5.63%
Self Sufficiency		0	0%	2	0%	2	0.01%
Service Coordination		72	2.20%			72	0.32%
Total		3,256	100.00%	19,474	100.00%	22,730	100.00%

Brunswick County (continued)

Brunswick County Schools

IV-B-2

75,000

Brunswick Co. PFC-Teen Fam. Dev. -

Participants by Service Type:	Summary Activities		Individual Activities		Total (All Activities)	
	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Child Development	NONE REPORTED		1616	80.60%	1616	80.56%
Family Support			50	2.50%	50	2.49%
Health Education			340	16.90%	340	16.95%
Total			2006	100.00%	2006	100.00%

Buncombe County

Children First of Buncombe County

IV-B-2 75,000

CBFRS 75,000

The Family Room at Isaac Dickson School

Participants by Service Type:	Summary Activities		Individual Activities		Total (All Activities)	
	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Family Support	42	55%	351	100%	393	91.82%
Parent/Child Participation programs	35	45%			35	8.18%
Total	77	100.00%	351	100.00%	428	100.00%

Emma Family Resource Center

Participants by Service Type:	Summary Activities		Individual Activities		Total (All Activities)	
	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	158	29.20%	1	0.30%	159	17.93%
Child Development	0	0%	1	0.30%	1	0.11%
Client Advocacy	68	12.50%	6	1.70%	74	8.34%
Family Education and/or Skill Training	68	12.50%	1	0.30%	69	7.78%
Family Support	45	8.30%	162	47.10%	207	23.34%
Information & Referral, Resource Linkage	0	0%	41	11.90%	41	4.62%
Leadership Development	23	4.20%	68	19.80%	91	10.26%
Occupational Skills/Job Readiness/Job Placement	0	0%	11	3.20%	11	1.24%
Other	91	16.70%			91	10.26%
Parent/Child Participation programs	45	8.30%	4	1.20%	49	5.52%
Self Sufficiency	45	8.30%	41	11.90%	86	9.70%
Service Coordination	0	0%	8	2.30%	8	0.90%
Total	543	100.00%	344	100.00%	887	100.00%

Asheville City Pre-School FRC

Participants by Service Type:	Summary Activities		Individual Activities		Total (All Activities)	
	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Child Development	0	0%			0	0.00%
Family Education and/or Skill Training	104	37.50%			104	30.50%
Family Support	0	0%	1	1.60%	1	0.29%
Health Education	0	0%			0	0.00%
Information & Referral, Resource Linkage	35	12.50%			35	10.26%
Other	70	25%	61	98.40%	131	38.42%
Parent/Child Participation programs	70	25%			70	20.53%
Total	279	100.00%	62	100.00%	341	100.00%

Caldwell County

Caldwell County Department of Social Services

IV-B-2 18750

Caldwell County DSS

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Family Support	857	71%	NONE REPORTED		857	71.00%
Information & Referral, Resource Linkage	350	29%			350	29.00%
Total	1,207	100.00%			1,207	100.00%

Carteret County

East Carolina Community Development, Inc.

State 75,000

ACORN Center for Families

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	227	7.10%			227	6.76%
Adult Education	9	0.30%			9	0.27%
Child Development	528	16.60%	14	8.40%	542	16.15%
Client Advocacy	57	1.80%			57	1.70%
Family Education and/or Skill Training	431	13.50%	81	48.50%	512	15.26%
Family Support	599	18.80%	50	29.90%	649	19.34%
Health Education	29	0.90%			29	0.86%
Individual or Family Counseling	17	0.50%			17	0.51%
Information & Referral, Resource Linkage	121	3.80%			121	3.61%
Leadership Development	372	11.70%			372	11.08%
Occupational Skills/Job Readiness/Job Placement	317	9.90%	20	12%	337	10.04%
Parent/Child Participation programs	248	7.80%			248	7.39%
Respite Care	4	0.10%			4	0.12%
Self Sufficiency	13	0.40%	2	1.20%	15	0.45%
Service Coordination	217	6.80%			217	6.47%
Total	3189	100.00%	167	100.00%	3356	100.00%

Cherokee County

Family Resources of Cherokee County

IV-B-2 75,000

Cherokee County FRC

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	4	0.20%	4	0.05%
Adoption Promotion and Support	0	0%			0	0.00%
Adult Education	60	1.20%	45	1.70%	105	1.42%
Case Management	0	0%	71	2.80%	71	0.96%
Child Development	166	3.40%	429	16.70%	595	8.05%
Client Advocacy	0	0%	303	11.80%	303	4.10%
Family Education and/or Skill Training	767	15.90%	54	2.10%	821	11.11%
Family Reunification	0	0%			0	0.00%
Family Support	662	13.80%	548	21.30%	1,210	16.38%
Health Education	120	2.50%	1	0%	121	1.64%
Individual or Family Counseling	0	0%			0	0.00%
Information & Referral, Resource Linkage	1,625	33.80%	823	32%	2,448	33.14%
Leadership Development	0	0%			0	0.00%
Occupational Skills/Job Readiness/Job Placement			5	0.20%	5	0.07%
Other			60	2.30%	60	0.81%
Parent/Child Participation programs	1414	29.40%	229	8.90%	1,643	22.24%
Self Sufficiency			1	0%	1	0.01%
Total	4814	100.00%	2572	100.00%	7387	100.00%

Cleveland County

Cleveland County Communities in Schools

State Crime 75,000

Hoechst Celanese Family Resource Center

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	552	33.30%	899	99.20%	1,451	56.72%
Adult Education	65	3.90%			65	2.54%
Child Development	32	2%			32	1.25%
Family Education and/or Skill Training	32	2%			32	1.25%
Family Support	292	17.60%	7	0.80%	299	11.69%
Health Education	292	17.60%			292	11.42%
Information & Referral, Resource Linkage	32	2%			32	1.25%
Leadership Development	97	5.90%			97	3.79%
Occupational Skills/Job Readiness/Job Placement	32	2%			32	1.25%
Other	97	5.90%			97	3.79%
Parent/Child Participation programs	97	5.90%			97	3.79%
Self Sufficiency	32	2%			32	1.25%
Total	1,652	100.00%	906	100.00%	2,558	100.00%

Columbus County

Columbus County DREAM Center

IV-B-2 75,000

Columbus Family CHAMPIONS

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%			0	0.00%
Adoption Promotion and Support	0	0%	70	10.70%	70	1.97%
Adult Education	52	1.80%	397	60.70%	449	12.63%
Child Development	363	12.70%	1	0.20%	364	10.24%
Family Education and/or Skill Training	52	1.80%	1	0.20%	53	1.49%
Family Support	78	2.70%	23	3.50%	101	2.84%
Health Education	1,865	65.50%			1,865	52.45%
Information & Referral, Resource Linkage	26	0.90%			26	0.73%
Occupational Skills/Job Readiness/Job Placement	0	0%	162	24.80%	162	4.56%
Other	155	5.50%			155	4.36%
Parent/Child Participation programs	259	9.10%			259	7.28%
Service Coordination	52	1.80%			52	1.46%
Total	2902	100.00%	654	100.00%	3556	100.00%

Cumberland County

Multicultural Community Development Services

IV-B-2 75,000

MCDS Family Resource Center

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	14	0.50%	14	0.38%
Adult Education	0	0%			0	0.00%
Child Development	0	0%	76	2.60%	76	2.04%
Client Advocacy	0	0%	61	2.10%	61	1.64%
Family Support	699	92.30%	884	29.80%	1,583	42.53%
Individual or Family Counseling	58	7.70%			58	1.56%
Occupational Skills/Job Readiness/Job Placement	0	0%	71	2.40%	71	1.91%
Other	0	0%	1,859	62.70%	1,859	49.95%
Parent/Child Participation programs	0	0%			0	0.00%
Total	757	100.00%	2,965	100.00%	3,722	100.00%

Davidson County

Fairgrove Family Resource Center

State Crime 75,000

Fairgrove Family Resource Center

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Adult Education	0	0%	1,082	72%	1,082	39.35%
Child Development	0	0%			0	0.00%
Family Education and/or Skill Training	0	0%	45	3%	45	1.64%
Family Support	904	72.40%	321	21.40%	1,225	44.55%
Individual or Family Counseling	0	0%	53	3.50%	53	1.93%
Information & Referral, Resource Linkage	172	13.80%			172	6.25%
Other	172	13.80%	1	0.10%	173	6.29%
Total	1248	100.00%	1,502	100.00%	2,750	100.00%

Durham County

NC Cooperative Extension Service - Durham County

IV-B-2 75,000

CBFRS 450

Durham Cooperative Extension

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	452	22.50%	NONE REPORTED		452	22.50%
Adult Education	20	1%			20	1.00%
Client Advocacy	10	0.50%			10	0.50%
Family Education and/or Skill Training	338	16.80%			338	16.82%
Family Support	362	18%			362	18.02%
Individual or Family Counseling	20	1%			20	1.00%
Information & Referral, Resource Linkage	50	2.50%			50	2.49%
Leadership Development	241	12%			241	12.00%
Occupational Skills/Job Readiness/Job Placement	70	3.50%			70	3.48%
Parent/Child Participation programs	426	21.20%			426	21.20%
Service Coordination	20	1%			20	1.00%
Total	2009	100.00%			2,009	100.00%

Edgecombe/Nash County

Down East Partnership for Children

IV-B-2

150,000

Down East Partnership for Children

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Family Education and/or Skill Training	33	3%			33	2.51%
Family Reunification	33	3%			33	2.51%
Family Support	124	11.30%	198	91.70%	322	24.52%
Information & Referral, Resource Linkage	154	14.10%			154	11.73%
Leadership Development	133	12.10%	18	8.30%	151	11.50%
Other	133	12.10%			133	10.13%
Parent/Child Participation programs	88	8%			88	6.70%
Self Sufficiency	399	36.40%			399	30.39%
Total	1,097	100.00%	216	100.00%	1,313	100.00%

Edgecombe/Nash County (Continued)

Community Enrichment Organization	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	40	2%	NONE REPORTED		40	1.96%
Adult Education	6	0.30%			6	0.29%
Case Management	31	1.50%			31	1.52%
Client Advocacy	11	0.50%			11	0.54%
Family Education and/or Skill Training	26	1.30%			26	1.27%
Family Support	298	14.60%			298	14.60%
Health Education	18	0.90%			18	0.88%
Individual or Family Counseling	7	0.30%			7	0.34%
Information & Referral, Resource Linkage	1,068	52.30%			1,068	52.33%
Leadership Development	25	1.20%			25	1.22%
Occupational Skills/Job Readiness/Job Placement	39	1.90%			39	1.91%
Other	114	5.60%			114	5.59%
Parent/Child Participation programs	55	2.70%			55	2.69%
Respite Care	4	0.20%			4	0.20%
Self Sufficiency	20	1%			20	0.98%
Service Coordination	279	13.70%			279	13.67%
Total	2041	100.00%			2041	100.00%

Williford Family Resource Center	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring			18	2.80%	18	2.29%
Adult Education			504	78.10%	504	64.20%
Family Support	133	95.00%	123	19.10%	256	32.61%
Information & Referral, Resource Linkage	7	5.00%			7	0.89%
Total	140	100.00%	645	100.00%	785	100.00%

Forsyth County

Youth Opportunities, Inc.

Families First

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	4	2.10%	4	1.15%
Family Education and/or Skill Training	124	77.80%			124	35.53%
Family Support	36	22.20%	93	49.20%	129	36.96%
Individual or Family Counseling	0	0%	92	48.70%	92	26.36%
Total	160	100.00%	189	100.00%	349	100.00%

IV-B-2

75,000

Gaston County

Highland Family Resource Center

State Crime

200000

Highland Family Resource Center, Inc.	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	203	4.60%	203	2.88%
Adult Education	0	0%	3,133	70.80%	3,133	44.41%
Child Development	0	0%	568	12.80%	568	8.05%
Family Support	733	27.90%	9	0.20%	742	10.52%
Health Education	1,344	51.20%			1,344	19.05%
Individual or Family Counseling	0	0%	4	0.10%	4	0.06%
Information & Referral, Resource Linkage	366	14%			366	5.19%
Occupational Skills/Job Readiness/Job Placement	31	1.20%	388	8.80%	419	5.94%
Other	92	3.50%	1	0%	93	1.32%
Parent/Child Participation programs	0	0%	33	0.70%	33	0.47%
Self Sufficiency	31	1.20%	87	2%	118	1.67%
Service Coordination	31	1.20%			31	0.44%
Total	2628	100.00%	4426	100.00%	7054	100.00%

Gates County

Gates County Extension Service

State Crime 75,000

Family Care Center

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%			0	0.00%
Adult Education	0	0%	1,484	35.90%	1,484	33.85%
Child Development	124	50%	274	6.60%	398	9.08%
Family Education and/or Skill Training	25	10%			25	0.57%
Family Support	50	20%	1,705	41.20%	1,755	40.03%
Occupational Skills/Job Readiness/Job Placement	19	7.50%	670	16.20%	689	15.72%
Other	31	12.50%			31	0.71%
Parent/Child Participation programs	0	0%	2	0%	2	0.05%
Total	249	100.00%	4,135	100.00%	4,384	100.00%

Graham County

Graham County Schools

IV-B-2 75,000

Graham County Family Resource Center

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Adult Education	92	2.40%			92	2.08%
Child Development	355	9.30%	493	78.90%	848	19.16%
Family Education and/or Skill Training	11	0.30%			11	0.25%
Family Support	1,901	50%	78	12.50%	1,979	44.70%
Health Education	109	2.90%			109	2.46%
Information & Referral, Resource Linkage	229	6%			229	5.17%
Leadership Development	389	10.20%			389	8.79%
Other	86	2.30%			86	1.94%
Parent/Child Participation programs	401	10.50%			401	9.06%
Self Sufficiency	229	6%	54	8.60%	283	6.39%
Total	3802	100.00%	625	100.00%	4,427	100.00%

Stecoah Valley Family Resource Center

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	44	4.10%	NONE REPORTED		44	4.10%
Adult Education	51	4.70%			51	4.75%
Child Development	289	26.90%			289	26.91%
Family Education and/or Skill Training	68	6.30%			68	6.33%
Family Support	141	13.10%			141	13.13%
Health Education	17	1.60%			17	1.58%
Information & Referral, Resource Linkage	26	2.40%			26	2.42%
Leadership Development	1	0.10%			1	0.09%
Occupational Skills/Job Readiness/Job Placement	3	0.30%			3	0.28%
Other	249	23.20%			249	23.18%
Parent/Child Participation programs	164	15.30%			164	15.27%
Self Sufficiency	7	0.60%			7	0.65%
Service Coordination	14	1.30%			14	1.30%
Total	1,074	100.00%			1,074	100.00%

Guilford County

Family Services of the Piedmont

IV-B-2

75,000

Boys & Girls Club/First Farmington

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	138	11.50%	4,247	77.60%	4,385	65.64%
Adult Education	0	0%	2	0%	2	0.03%
Child Development	568	47.20%			568	8.50%
Family Education and/or Skill Training	0	0%	16	0.30%	16	0.24%
Family Support	65	5.40%	244	4.50%	309	4.63%
Health Education	179	14.90%	480	8.80%	659	9.87%
Information & Referral, Resource Linkage	8	0.70%			8	0.12%
Leadership Development	148	12.30%	264	4.80%	412	6.17%
Occupational Skills/Job Readiness/Job Placement	8	0.70%	146	2.70%	154	2.31%
Parent/Child Participation programs	49	4.10%			49	0.73%
Self Sufficiency	41	3.40%	77	1.40%	118	1.77%
Total	1,204	100.00%	5,476	100.00%	6,680	100.00%

Haywood County

Haywood County Department of Social Services

IV-B-2

75,000

Parent Education KARE

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Family Support	40	100%	175	100%	215	100.00%
Total	40	100.00%	175	100.00%	215	100.00%

Hyde County

Hyde County Schools

IV-B-2

75,000

Hyde County Schools

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	1	1.40%	1	1.30%
Case Management	0	0%	5	6.80%	5	6.49%
Family Education and/or Skill Training	4	100%	5	6.80%	9	11.69%
Family Support	0	0%	2	2.70%	2	2.60%
Individual or Family Counseling	0	0%	33	45.20%	33	42.86%
Information & Referral, Resource Linkage	0	0%	8	11%	8	10.39%
Occupational Skills/Job Readiness/Job Placement	0	0%	19	26%	19	24.68%
Total	4	100.00%	73	100.00%	77	100.00%

Jackson County

Southwestern Child Development Commission, Inc.

CBFRS 40000

IV-B-2

75,000

Jackson Co. FRC - Respite Care

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Family Support	38	18.80%	1	0.40%	39	8.63%
Individual or Family Counseling	0	0%	1	0.40%	1	0.22%
Information & Referral, Resource Linkage	0	0%			0	0.00%
Respite Care	162	81.20%	250	99.20%	412	91.15%
Total	200	100.00%	252	100.00%	452	100.00%

Jackson County (cont.)

Jackson County Family Resource Center	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	Number	Percent	Number	Percent	Number	Percent
Academic Success Programs/Tutoring	828	10.40%	NONE REPORTED		828	10.40%
Adoption Promotion and Support	19	0.20%			19	0.24%
Adult Education	616	7.70%			616	7.73%
Case Management	223	2.80%			223	2.80%
Child Development	247	3.10%			247	3.10%
Family Education and/or Skill Training	443	5.60%			443	5.56%
Family Reunification	199	2.50%			199	2.50%
Family Support	372	4.70%			372	4.67%
Health Education	66	0.80%			66	0.83%
Individual or Family Counseling	311	3.90%			311	3.91%
Information & Referral, Resource Linkage	207	2.60%			207	2.60%
Leadership Development	98	1.20%			98	1.23%
Occupational Skills/Job Readiness/Job Placement	969	12.20%			969	12.17%
Other	2,086	26.20%			2,086	26.19%
Parent/Child Participation programs	518	6.50%			518	6.50%
Respite Care	133	1.70%			133	1.67%
Self Sufficiency	411	5.20%			411	5.16%
Service Coordination	218	2.70%			218	2.74%
Total	7,964	100.00%			7,964	100.00%

Martin County

Martin, Tyrrell, & Washington District Health Department

IV-B-2

75,000

Friends of Families/Family Support Service	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	328	18.70%	328	14.04%
Adoption Promotion and Support	0	0%			0	0.00%
Adult Education	0	0%	3	0.20%	3	0.13%
Child Development	20	3.30%	186	10.60%	206	8.82%
Client Advocacy	0	0%	3	0.20%	3	0.13%
Family Education and/or Skill Training	0	0%	683	39%	683	29.24%
Family Reunification	1	0.10%	46	2.60%	47	2.01%
Family Support	39	6.70%	343	19.60%	382	16.35%
Health Education	0	0%			0	0.00%
Individual or Family Counseling	0	0%	5	0.30%	5	0.21%
Information & Referral, Resource Linkage	155	26.50%	12	0.70%	167	7.15%
Leadership Development	0	0%			0	0.00%
Occupational Skills/Job Readiness/Job Placement	0	0%	26	1.50%	26	1.11%
Other	195	33.30%	90	5.10%	285	12.20%
Parent/Child Participation programs	176	30%			176	7.53%
Self Sufficiency	0	0%	23	1.30%	23	0.98%
Service Coordination	0	0%	2	0.10%	2	0.09%
Total	586	100.00%	1,750	100.00%	2,336	100.00%

McDowell County

Foothills Area Programs

IV-B-2

75,000

Foothills Area MH--Family Therapy Services	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	NONE REPORTED		8	12.90%	8	4.35%
Family Support			173	98.30%	173	94.02%
Individual or Family Counseling			3	1.70%	3	1.63%
Total			184	100.00%	184	100.00%

McDowell County (Continued)

Endowment Fund of the Public Schools of McDowell County

State Crime 75,000

Old Fort Family Center		Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:		<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring		0	0%			0	0.00%
Adult Education		0	0%	10	0.30%	10	0.24%
Case Management		0	0%	185	6%	185	4.37%
Child Development		49	4.30%	2,039	66.60%	2,088	49.27%
Family Education and/or Skill Training		0	0%	64	2.10%	64	1.51%
Family Support		0	0%	7	0.20%	7	0.17%
Health Education		98	8.70%			98	2.31%
Leadership Development		442	39.10%			442	10.43%
Other		98	8.70%	267	8.70%	365	8.61%
Parent/Child Participation programs		491	43.50%	488	15.90%	979	23.10%
Total		1,178	100.00%	3,060	100.00%	4,238	100.00%

North Cove Family Network		Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:		<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring		26	5.20%	70	7.20%	96	6.52%
Adult Education		9	1.70%			9	0.61%
Child Development		170	33.60%	853	88.10%	1,023	69.45%
Family Education and/or Skill Training		35	6.90%			35	2.38%
Family Support		26	5.20%	45	4.60%	71	4.82%
Health Education		52	10.30%			52	3.53%
Information & Referral, Resource Linkage		4	0.90%			4	0.27%
Occupational Skills/Job Readiness/Job Placement		9	1.70%			9	0.61%
Other		39	7.80%			39	2.65%
Parent/Child Participation programs		135	26.70%			135	9.16%
Total		505	100.00%	968	100.00%	1,473	100.00%

Mecklenburg County

Mecklenburg County Department of Social Services

IV-B-2 75,000

Mi Casa Su Casa Centro de Recursos		Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:		<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring		0	0%	5	0.50%	5	0.36%
Adult Education		0	0%			0	0.00%
Family Support		289	66.70%	962	99.50%	1,251	89.36%
Parent/Child Participation programs		144	33.30%			144	10.29%
Total		433	100.00%	967	100.00%	1,400	100.00%

Neighborhood Family Resource Center		Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:		<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring		0	0%	693	46%	693	44.65%
Family Education and/or Skill Training		23	50%			23	1.48%
Family Support		15	33.30%	813	54%	828	53.35%
Respite Care		8	16.70%			8	0.52%
Total		46	100.00%	1,506	100.00%	1,552	100.00%

Mecklenburg County (continued)

Consumer Office	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Client Advocacy	79	32.20%	NONE REPORTED		79	32.24%
Family Education and/or Skill Training	8	3.30%			8	3.27%
Family Support	11	4.40%			11	4.49%
Individual or Family Counseling	5	2.20%			5	2.04%
Information & Referral, Resource Linkage	93	37.80%			93	37.96%
Occupational Skills/Job Readiness/Job Placement	35	14.40%			35	14.29%
Other	14	5.60%			14	5.71%
Total	245	100.00%			245	100.00%

Mecklenburg County DSS	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Family Support	0	0%	18	2%	18	1.44%
Leadership Development	97	27.70%	879	98%	976	78.27%
Other	253	72.30%			253	20.29%
Total	350	100.00%	897	100.00%	1247	100.00%

Greenville CYO Family Resource Center	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	56	8.80%	1,735	64%	1,791	53.54%
Family Support	0	0%	974	36%	974	29.12%
Information & Referral, Resource Linkage	24	3.80%			24	0.72%
Other	318	50%			318	9.51%
Parent/Child Participation programs	238	37.50%			238	7.12%
Total	636	100.00%	2,709	100.00%	3,345	100.00%

Moore County

Northern Moore Family Resource Center CBFRS 450 State Crime 75,000

Northern Moore Family Resource Center	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Adult Education	0	0%	1905	72.50%	1,905	50.24%
Family Support	53	4.50%	721	27.50%	774	20.41%
Health Education	912	78.20%			912	24.05%
Occupational Skills/Job Readiness/Job Placement	0	0%			0	0.00%
Self Sufficiency	201	17.30%			201	5.30%
Total	1,166	100.00%	2,626	100.00%	3,792	100.00%

Northampton County

Choanoke Area Development Association

Garysburg FRC

					State Crime	75,000
	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	Number	Percent	Number	Percent	Number	Percent
Academic Success Programs/Tutoring	0	0%			0	0.00%
Adult Education	0	0%	359	9.20%	359	7.07%
Case Management	29	2.40%			29	0.57%
Child Development	610	51.20%	3,044	78.30%	3,654	71.97%
Client Advocacy	3	0.20%	74	1.90%	77	1.52%
Family Reunification	0	0%	155	4%	155	3.05%
Family Support	0	0%	7	0.20%	7	0.14%
Health Education	58	4.90%			58	1.14%
Individual or Family Counseling	0	0%			0	0.00%
Information & Referral, Resource Linkage	26	2.20%	244	6.30%	270	5.32%
Leadership Development	15	1.20%			15	0.30%
Occupational Skills/Job Readiness/Job Placement	0	0%	2	0.10%	2	0.04%
Other	145	12.20%	1	0%	146	2.88%
Parent/Child Participation programs	73	6.10%			73	1.44%
Service Coordination	232	19.50%			232	4.57%
Total	1,191	100.00%	3,886	100.00%	5,077	100.00%

Orange County

Chapel Hill Training Outreach Project, Inc.

State Crime 75,000

IV-B-2 75,000

CBFRS 450

Northern Orange FRC

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	Number	Percent	Number	Percent	Number	Percent
Academic Success Programs/Tutoring	0	0%	118	20.80%	118	11.42%
Adult Education	19	4.10%	6	1.10%	25	2.42%
Child Development	16	3.40%	263	46.50%	279	27.01%
Family Education and/or Skill Training	65	13.80%	120	21.20%	185	17.91%
Family Support	66	14.10%	33	5.80%	99	9.58%
Health Education	48	10.30%			48	4.65%
Information & Referral, Resource Linkage	3	0.70%			3	0.29%
Other	48	10.30%			48	4.65%
Parent/Child Participation programs	202	43.10%	26	4.60%	228	22.07%
Total	467	100.00%	566	100.00%	1,033	100.00%

South Estes FRC - CBFRS

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	Number	Percent	Number	Percent	Number	Percent
Academic Success Programs/Tutoring	16	1.90%	2,100	69.80%	2,116	55.36%
Adult Education	32	3.90%	3	0.10%	35	0.92%
Case Management	10	1.20%			10	0.26%
Child Development	122	15%	558	18.60%	680	17.79%
Client Advocacy	3	0.40%			3	0.08%
Family Education and/or Skill Training	42	5.20%	103	3.40%	145	3.79%
Family Support	350	42.90%	168	5.60%	518	13.55%
Health Education	8	1%			8	0.21%
Information & Referral, Resource Linkage	102	12.60%			102	2.67%
Leadership Development	17	2%			17	0.44%
Occupational Skills/Job Readiness/Job Placement	8	1%			8	0.21%
Other	0	0%	2	0.10%	2	0.05%
Parent/Child Participation programs	67	8.20%	73	2.40%	140	3.66%
Self Sufficiency	18	2.20%			18	0.47%
Service Coordination	20	2.40%			20	0.52%
Total	815	100.00%	3,007	100.00%	3,822	100.00%

Orange County (Continued)

Trinity/Pritchard FRC

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	83	9.10%	710	40.10%	793	29.58%
Adult Education	0	0%	136	7.70%	136	5.07%
Child Development	0	0%	870	49.20%	870	32.45%
Family Education and/or Skill Training	28	3%			28	1.04%
Family Support	240	26.40%	50	2.80%	290	10.82%
Health Education	28	3%			28	1.04%
Information & Referral, Resource Linkage	477	52.40%			477	17.79%
Parent/Child Participation programs	55	6.10%	4	0.20%	59	2.20%
Total	911	100.00%	1,770	100.00%	2,681	100.00%

Carr Court FRC - CBFRS

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	488	48.10%	488	37.86%
Adult Education	0	0%	8	0.80%	8	0.62%
Child Development	16	6.20%	156	15.40%	172	13.34%
Family Education and/or Skill Training	6	2.10%	33	3.30%	39	3.03%
Family Support	134	51%	330	32.50%	464	36.00%
Health Education	30	11.50%			30	2.33%
Information & Referral, Resource Linkage	44	16.90%			44	3.41%
Leadership Development	10	3.80%			10	0.78%
Parent/Child Participation programs	22	8.50%	12	8.30%	34	2.64%
Total	262	100.00%	1,027	100.00%	1,289	100.00%

Pitt County

Martin County Community Action, Inc.

IV-B-2

75,000

Bethel Family Resource Center

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	11	14.30%	1,401	59.20%	1,412	57.89%
Adult Education	1	1.40%	616	26%	617	25.30%
Child Development	24	32.10%	216	9.10%	240	9.84%
Family Education and/or Skill Training	5	7.10%	51	2.20%	56	2.30%
Family Support	1	1.40%	6	0.30%	7	0.29%
Health Education	5	7.10%			5	0.21%
Information & Referral, Resource Linkage	17	22.90%			17	0.70%
Leadership Development	5	7.10%			5	0.21%
Occupational Skills/Job Readiness/Job Placement	0	0%	70	3%	70	2.87%
Other	3	4.30%			3	0.12%
Parent/Child Participation programs	1	1.40%			1	0.04%
Self Sufficiency	1	0.70%	5	0.20%	6	0.25%
Total	74	100.00%	2,365	100.00%	2,439	100.00%

Richmond County

Richmond County Community Support Center

State Crime 200,000 CBFRS 450

East Rockingham Family Resource Center		Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:		<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring		0	0%	8	1.10%	8	0.26%
Case Management		0	0%	3	0.40%	3	0.10%
Client Advocacy		463	36%	701	38.90%	1,164	37.60%
Family Reunification		51	4%			51	1.65%
Family Support		103	8%	209	11.60%	312	10.08%
Information & Referral, Resource Linkage		308	24%	601	33.40%	909	29.36%
Leadership Development		103	8%			103	3.33%
Occupational Skills/Job Readiness/Job Placement		0	0%	29	1.60%	29	0.94%
Parent/Child Participation programs		0	0%	167	9.30%	167	5.39%
Respite Care		257	20%	92	5.10%	349	11.27%
Service Coordination		0	0%	1	0.10%	1	0.03%
Total		1,285	100.00%	1,811	100.00%	3,096	100.00%

Ashley Chapel		Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:		<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring		167	37.50%	955	31.90%	1,122	39.73%
Adult Education		0	0%	709	23.60%	709	25.11%
Child Development		56	12.50%			56	1.98%
Family Education and/or Skill Training		56	12.50%			56	1.98%
Family Support		0	0%	126	4.20%	126	4.46%
Health Education		19	4.20%			19	0.67%
Leadership Development		37	8.30%			37	1.31%
Occupational Skills/Job Readiness/Job Placement		37	8.30%	105	3.50%	142	5.03%
Other		0	0%	20	0.70%	20	0.71%
Parent/Child Participation programs		74	16.70%	463	15.40%	537	19.02%
Total		446	100.00%	2,378	100.00%	2,824	100.00%

Robeson County

Robeson County Department of Health

IV-B-2 75,000

Pembroke FRC		Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:		<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Child Development		7	90%			7	0.60%
Family Support		0	0%	381	33%	381	32.82%
Other		1	10%			1	0.09%
Parent/Child Participation programs		0	0%	761	66%	761	65.55%
Service Coordination		0	0%	11	1%	11	0.95%
Total		8	100.00%	1,153	100.00%	1,161	100.00%

Red Springs FRC		Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:		<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring		NONE REPORTED		73	5.70%	73	5.73%
Adult Education				60	4.70%	60	4.71%
Family Support				386	30.30%	386	30.27%
Parent/Child Participation programs				756	59.30%	756	59.29%
Total		0	0.00%	1,275	100.00%	1,275	100.00%

Robeson County (continued)

Fairmont FRC	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Family Support	NONE REPORTED		517	100%	517	100%
Total	0	0.00%	517	100.00%	517	100.00%

Saddletree FRC	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	NONE REPORTED		62	4%	62	4%
Adult Education			36	2.30%	36	2.30%
Family Support			857	55.40%	857	55.40%
Parent/Child Participation programs			592	38.30%	592	38.30%
Total	0	0.00%	1,547	100.00%	1,547	100.00%

Lumberton FRC	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	NONE REPORTED		72	9.40%	72	9.40%
Adult Education			72	9.40%	72	9.40%
Family Support			331	43.30%	331	43.30%
Parent/Child Participation programs			290	37.90%	290	37.90%
Total	0	0.00%	765	100.00%	765	100.00%

Rowan County

Paul L. Dunbar Family Resource Center IV-B-2 75,000

Paul L. Dunbar Family Resource Center	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	NONE REPORTED		3,259	82.90%	3,259	82.90%
Family Support			228	5.80%	228	5.80%
Health Education			362	9.20%	362	9.20%
Information & Referral, Resource Linkage			84	2.10%	84	2.10%
Total	0	0.00%	3,933	100.00%	3,933	100.00%

Swain County

Swain County Government IV-B-2 75,000

Swain County Family Resource Center	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	4	0.30%	4	0.15%
Adoption Promotion and Support	28	2.30%			28	1.05%
Adult Education	14	1.20%			14	0.53%
Child Development	56	4.70%			56	2.10%
Family Education and/or Skill Training	389	32.60%	846	58%	1,235	46.36%
Family Support	42	3.50%	121	8.30%	163	6.12%
Health Education	14	1.20%			14	0.53%
Individual or Family Counseling	0	0%	12	0.80%	12	0.45%
Information & Referral, Resource Linkage	14	1.20%	41	2.80%	55	2.06%
Leadership Development	153	12.80%	63	4.30%	216	8.11%
Occupational Skills/Job Readiness/Job Placement	42	3.50%	8	6.60%	50	1.88%
Other	56	4.70%			56	2.10%
Parent/Child Participation programs	83	7%	163	11.20%	246	9.23%
Self Sufficiency	42	3.50%	209	14.30%	251	9.42%
Service Coordination	264	22.10%			264	9.91%
Total	1,197	100.00%	1,467	100.00%	2,664	100.00%

Transylvania County

Family Center of Transylvania County

IV-B-2

75,000

The Family Center

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	9	0.50%	9	0.38%
Adult Education	0	0%	35	1.90%	35	1.49%
Child Development	10	1.90%	575	31.80%	585	24.86%
Family Education and/or Skill Training	81	15%	149	8.20%	230	9.77%
Family Reunification	0	0%	12	0.70%	12	0.51%
Family Support	83	15.20%	588	32.50%	671	28.52%
Information & Referral, Resource Linkage	148	27.20%			148	6.29%
Leadership Development	0	0%	61	3.40%	61	2.59%
Other	0	0%			0	0.00%
Parent/Child Participation programs	139	25.60%	382	21.10%	521	22.14%
Service Coordination	81	15%			81	3.44%
Total	542	100.00%	1,811	100.00%	2,353	100.00%

Tyrrell County

Martin, Tyrrell & Washington District Health Dept

CBFRS

75,000

Friends of Family Resource Center

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	34	0.90%	6	3.10%	40	1.03%
Child Development	0	0%	44	22.80%	44	1.14%
Client Advocacy	34	0.90%			34	0.88%
Family Education and/or Skill Training	103	2.80%	53	27.50%	156	4.04%
Family Support	0	0%	22	11.40%	22	0.57%
Individual or Family Counseling	0	0%	9	4.70%	9	0.23%
Information & Referral, Resource Linkage	446	12.10%			446	11.54%
Occupational Skills/Job Readiness/Job Placement	69	1.90%	9	4.70%	78	2.02%
Other	343	9.30%	50	25.90%	393	10.17%
Parent/Child Participation programs	172	4.70%			172	4.45%
Self Sufficiency	824	22.40%			824	21.32%
Service Coordination	1,647	44.90%			1,647	42.61%
Total	3,672	100.00%	193	100.00%	3,865	100.00%

Vance County

Franklin-Vance-Warren Opportunities, Inc.

State Crime

200000

South Henderson Family Resource Center

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	1,583	57.30%	1,583	42.82%
Adult Education	4	0.40%	270	9.80%	274	7.41%
Case Management	39	4.20%			39	1.05%
Child Development	78	8.30%			78	2.11%
Family Education and/or Skill Training	78	8.30%			78	2.11%
Family Support	319	34.20%	70	2.50%	389	10.52%
Health Education	54	5.80%			54	1.46%
Individual or Family Counseling	39	4.20%			39	1.05%
Information & Referral, Resource Linkage	8	0.80%			8	0.22%
Occupational Skills/Job Readiness/Job Placement	39	4.20%			39	1.05%
Other	16	1.70%			16	0.43%
Parent/Child Participation programs	97	10.40%			97	2.62%
Self Sufficiency	156	16.70%	839	30.40%	995	26.91%
Service Coordination	8	0.80%			8	0.22%
Total	935		2,762	100.00%	3,697	100.00%

Wake County

North Central Community Development Corporation

IV-B-2 76,540 CBFRS 450

CDC (fmrly Garner Rd Y)

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	0	0%	1	0.60%	1	0.32%
Family Education and/or Skill Training	130	94.10%	11	6.20%	141	44.62%
Family Support	8	5.90%	54	30.30%	62	19.62%
Information & Referral, Resource Linkage	0	0%	112	62.90%	112	35.44%
Total	138		178	100.00%	316	100.00%

Warren County

Warren Family Insitiute, Inc.

IV-B-2 75,000

Warren Family Inst. Inc.

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Academic Success Programs/Tutoring	13	1.80%			13	1.21%
Family Education and/or Skill Training	79	10.70%			79	7.34%
Family Support	13	1.80%	7	2.10%	20	1.86%
Health Education	40	5.40%			40	3.71%
Information & Referral, Resource Linkage	185	25%			185	17.18%
Leadership Development	46	6.20%			46	4.27%
Occupational Skills/Job Readiness/Job Placement	53	7.10%	221	65.40%	274	25.44%
Other	0	0%	110	32.50%	110	10.21%
Parent/Child Participation programs	264	35.70%			264	24.51%
Service Coordination	46	6.20%			46	4.27%
Total	739	100.00%	338	100.00%	1,077	100.00%

Wayne County

Wayne Action Group for Economic Solvency, Inc.

IV-B-2 75,000

Wayne County First Steps

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Case Management	0	0%	2	0.20%	2	0.20%
Child Development	0	0%	16	1.70%	16	10.00%
Family Support	20	36.40%	922	96.40%	942	588.75%
Health Education	5	9.10%			5	3.13%
Information & Referral, Resource Linkage	0	0%	6	0.60%	6	3.75%
Leadership Development	0	0%	2	0.20%	2	1.25%
Other	5	9.10%			5	3.13%
Parent/Child Participation programs	20	36.40%			20	12.50%
Self Sufficiency	5	9.10%			5	3.13%
Service Coordination	0	0%	8	0.80%	8	5.00%
Total	55		956	100.00%	1,011	630.82%

Wayne Uplift Resource Association, Inc.

State Crime

200,000

IV-B-2 35,000

Wayne Uplift Employment Support Program - CBFRS

	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Family Support	1	0.20%	1	6.20%	2	0.46%
Health Education	415	99.80%	15	93.80%	430	99.54%
Total	416	100.00%	16	100.00%	432	100.00%

Wayne County (continued)

Wayne Uplift Resource Association, Inc.(continued)

Wayne Uplift Resource Association	Summary Activities		Individual Activities		Total (All Activities)	
Participants by Service Type:	Number	Percent	Number	Percent	Number	Percent
Academic Success Programs/Tutoring	24	1.10%	1,342	58.30%	1,366	30.55%
Adult Education	0	0%	91	4%	91	2.04%
Child Development	24	1.10%			24	0.54%
Family Education and/or Skill Training	24	1.10%	147	6.40%	171	3.82%
Family Support	1814	83.70%	540	23.50%	2,354	52.65%
Health Education	47	2.20%			47	1.05%
Individual or Family Counseling	0	0%	1	0%	1	0.02%
Information & Referral, Resource Linkage	118	5.40%	86	3.70%	204	4.56%
Other	47	2.20%	2	0.70%	49	1.10%
Parent/Child Participation programs	71	3.30%	93	4%	164	3.67%
Total	2,169		2,302	100.00%	4,471	100.00%

Appendix A2. - List of Programs by Funding Source

Community Based Family Resource and Support-CBFRS		
Funding Source	<u>Contract Agency Name</u>	Funding Amount
	<i>Bertie County Schools</i>	75,000
	<i>Chapel Hill Training Outreach Project, Inc.</i>	450
	<i>Children First of Buncombe County</i>	75,000
	<i>Martin, Tyrrell & Washington District Health Department</i>	75,000
	<i>NC Cooperative Extension Service - Durham County</i>	450
	<i>North Central Community Development Corporation</i>	450
	<i>Northern Moore Family Resource Center</i>	450
	<i>Richmond County Community Support Center</i>	450
	<i>Southwestern Child Development Commission, Inc.</i>	40,000
	TOTAL	267,250
IV-B-2 <u>Contract Agency Name</u>		
	<i>Bertie County Schools</i>	75,000
	<i>Bladen County Schools</i>	75,000
	<i>Brunswick County Schools</i>	75,000
	<i>Caldwell County Department of Social Services</i>	18,750
	<i>Chapel Hill Training Outreach Project, Inc.</i>	75,000
	<i>Children First of Buncombe County</i>	75,000
	<i>Columbus County DREAM Center</i>	75,000
	<i>Communities In Schools of Brunswick County, Inc.</i>	75,000
	<i>Down East Partnership for Children</i>	150,000
	<i>Family Center of Transylvania County</i>	75,000
	<i>Family Resources of Cherokee County</i>	75,000
	<i>Family Services of the Piedmont</i>	75,000
	<i>Foothills Area Programs</i>	75,000
	<i>Graham County Schools</i>	75,000
	<i>Haywood County Department of Social Services</i>	75,000
	<i>Hyde County Schools</i>	75,000
	<i>Martin County Community Action, Inc.</i>	75,000
	<i>Martin, Tyrrell, & Washington District Health Dept</i>	75,000
	<i>Mecklenburg County Department of Social Services</i>	75,000
	<i>Multicultural Community Development Services</i>	75,000
	<i>NC Cooperative Extension Service - Durham County</i>	75,000
	<i>North Central Community Development Corporation</i>	76,540
	<i>Paul L. Dunbar Family Resource Center</i>	75,000
	<i>Robeson County Department of Health</i>	75,000
	<i>Southwestern Child Development Commission, Inc.</i>	75,000
	<i>Swain County Government</i>	75,000
	<i>Warren Family Insitiute, Inc.</i>	75,000
	<i>Wayne Action Group for Economic Solvency, Inc.</i>	75,000
	<i>Wayne Uplift Resource Association, Inc.</i>	35,000
	<i>Youth Opportunities, Inc.</i>	75,000
	TOTAL	2,230,290

List of Programs by Funding Source, Continued

State Crime

Funding Source	Contract Agency Name	Funding Amount
	<i>East Carolina Community Development, Inc.</i>	75,000
	<i>Alleghany County Partnership for Children</i>	75,000
	<i>Ashe County Partnership for Children</i>	75,000
	<i>Chapel Hill Training Outreach Project, Inc.</i>	75,000
	<i>Choanoke Area Development Association</i>	75,000
	<i>Cleveland County Communities in Schools</i>	75,000
	<i>Endowment Fund of the Public Schools of McDowell County</i>	75,000
	<i>Fairgrove Family Resource Center</i>	75,000
	<i>Franklin-Vance-Warren Opportunities, Inc.</i>	200,000
	<i>Gates County Extension Service</i>	75,000
	<i>Highland Family Resource Center</i>	200,000
	<i>Northern Moore Family Resource Center</i>	75,000
	<i>Richmond County Community Support Center</i>	200,000
	<i>Wayne Uplift Resource Association, Inc.</i>	200,000
	TOTAL	1,550,000

TOTAL FOR ALL FS/FRC PROGRAMS *

4,047,540

* The funding amounts listed above include, for some agencies, funding for Family Preservation programs. These Family Preservation programs do fall under the general definition of Family Support Programs but a different evaluation process is used with Family Preservation and the results are reported elsewhere.

Appendix B

Statement of Purpose for the funding of Family Support Programs

Family Resource Center Grants Program (State)	Title IV B, Subpart 2 of the Social Security Act (Federal)	Community Based Family Resource & Support Grants (Federal)
<p>(a) “The purpose of the program is to provide grants to establish family resource centers that provide services to children from birth through elementary school age and to their families that:</p> <ol style="list-style-type: none"> 1. Enhance the children’s development and ability to attain academic and social success; 2. Ensure a successful Transition from early childhood education programs and child-care to the public schools. 3. Assist families in achieving economic independence and self-sufficiency; and 4. Mobilize public and private community resources to help children and families in need”. <p>(b) “to encourage and support broad-based collaboration among public and private agencies and among people who reflect the racial and socioeconomic diversity in communities...”</p> <p>(c) “this program shall be targeted to those neighborhoods that have disproportionately high levels of (i) children who would be less likely to attain educational or social success, (ii) families with low incomes, and (iii) crime and juvenile delinquency.”</p>	<p>Four goals are identified:</p> <ol style="list-style-type: none"> 1) The safety of all family members must be assured. 2) These programs should serve to enhance parents’ ability to create safe, stable, and nurturing home environments that promote healthy child development. 3) To assist children and families to resolve crises, connect with necessary and appropriate services, and remain safely together in their homes whenever possible. 4) To avoid the unnecessary out-of-home placements of children, and help children already in out-of-home care to be returned to, and be maintained with, their families or in another planned, permanent family. <p>The child and family services plan must develop a planning process that includes:</p> <ol style="list-style-type: none"> 1) Broad involvement and consultation with a wide range of appropriate public, private, and community-based organizations, parents who have experience with the child welfare system, and others; 2) Coordination of the provision of services under the plan with other federally assisted programs serving children and families; and 3) Collection of information to help determine vulnerable or at-risk populations or target areas. 	<p>Local Program Requirements:</p> <ol style="list-style-type: none"> 1) Assess community assets and needs through a planning process that involves parents and local public agencies, local nonprofit organizations, and private sector representatives. 2) Develop a strategy to provide, over time, a continuum of preventative, family-centered services to children and families, especially to young parents and parents with young children, through public-private partnerships. 3) Provide- <ol style="list-style-type: none"> a) Core family resource and support services; b) Other core services, which must be provided to the extent practicable; c) Access to optional services; 4) Other core services, which must be provided to the extent practicable; 5) Develop leadership roles for the meaningful involvement of parents in the development, operation, evaluation, and oversight of the programs and services; 6) Provide leadership in mobilizing local public and private resources to support the provision of needed family resource and support program services; and 7) Participate with other community-based, prevention-focused, family resource and support programs in the development, operation and expansion of the Statewide network.

Appendix C

Evaluation Requirements for Family Support/Family Resource Center Programs

Family Resource Center Grants Program (State)	Title IV B, Subpart 2 of the Social Security Act (Federal)	Community Based Family Resource & Support Grants (Federal)
<p>(a) The Department of Health and Human Services shall develop and implement an evaluation system that will assess the efficiency and effectiveness of the Family Resource Center Grant Program. The Department shall design this system to:</p> <ol style="list-style-type: none"> 1. Provide information to the Department and to the General Assembly on how to improve and refine the programs; 2. Enable the Department and the General Assembly to assess the overall quality, efficiency, and impact of the existing programs; 3. Enable the Department and the General Assembly to determine whether to modify the Family Resource Center Grant Program; and 4. Provide a detailed fiscal analysis of how State funds for these programs were used. <p>(b) The Department shall present an annual report on the implementation of the program and the results of the program evaluation.</p> <p>(c) Agencies that receive a grant shall demonstrate the extent to which the local family resource center has met the local needs, goals, and anticipated outcomes as set forth in the grant application.</p>	<p>Each state must prepare and make available to the public, an Annual Progress and Services Report which must include the following:</p> <ol style="list-style-type: none"> 1. A report on the specific accomplishments and progress made in the past fiscal year toward meeting each goal and objective, including improved outcomes for children and families, and a more comprehensive, coordinated, effective child and family services continuum; 2. Any revision in the statement of goals and objectives, if necessary, to reflect changed circumstances; 3. A description of the family support services to be provided in the upcoming fiscal year; and 4. Information on activities in the areas of training, technical assistance, research, evaluation, or management information systems that will be carried out in support of the goals and objectives in the plan. 	<p>A. Grantees shall submit annual performance reports, which will contain information of the following:</p> <ol style="list-style-type: none"> 1. Demonstration of the effective development, operation and expansion of a Statewide network of community-based, prevention-focused, family resource and support programs; 2. An inventory and description of the services provided to families by local programs; 3. Demonstration of the expansion of existing services to address unmet needs; 4. Description of the number of families served, and the involvement of a diverse representation of families in the design, operation, and evaluation of the family resource and support programs; 5. Demonstration of a high-level of satisfaction among families who have used the family resource and support programs; 6. Demonstration of the establishment or maintenance of innovative funding mechanisms that blend Federal, State, local, and private funds for the enhancement of community-based, prevention-focused, family resource and support programs.

Appendix D

Premises and Principles of Family Support Practice

Premises of Family Support

1. Primary responsibility for the development and well-being of children lies within the family, and all segments of society must support families as they rear their children.
2. Assuring the well-being of all families is the cornerstone of a healthy society, and requires universal access to support programs and services.
3. Children and families exist as part of an ecological system.
4. Child-rearing patterns are influenced by parents' understandings of child development and of their children's unique characteristics, personal sense of competence, and cultural and community traditions and mores.
5. Enabling families to build on their own strengths and capacities promotes the healthy development of children.
6. The developmental processes that make up parenthood and family life create needs that are unique at each stage in the life span.
7. Families are empowered when they have access to information and other resources and take action to improve the well-being of children, families, and communities.

(From: Guidelines for Family Support Practice (1996) (Chicago:Family Support America)

Principles of Family Support Practice

1. Staff and families work together in relationships based on equality and respect.
2. Staff enhance families' capacity to support the growth and development of all family members-adults, youth, and children.
3. Families are resources to their own members, to other families, to programs, and to communities.
4. Programs affirm and strengthen families' cultural, racial, and linguistic identities and enhance their ability to function in a multicultural society.
5. Programs are embedded in their communities and contribute to the community-building process.
6. Programs advocate with families for services and systems that are fair, responsive, and accountable to the families served.
7. Practitioners work with families to mobilize formal and informal resources to support family development.
8. Programs are flexible and continually responsive to emerging family and community issues.
9. Principles of family support are modeled in all program activities, including planning, governance, and administration.

(From: Guidelines for Family Support Practice (1996) (Chicago:Family Support America)

Appendix E

Activities with Summarized Statistics Report for FY 2000-2001

(These activities are one time events aimed at improving family well-being)

All Family Support /Family Resource Centers Programs Activities with Summarized Statistics Report for

Activities that Occurred Between 07/1/2000 and 06/30/2001

Active Staff: (involved in any activity)	200	
Activities:	1879	
Duration of Activities: (in hours)	7226	
Participants:	66520	
Reported Age of Participants by Age Range: (across all activities)		
0 - 5	8382	12.60%
6 - 12	11221	16.90%
13 - 18	6975	10.50%
19 - 29	11007	16.50%
30 - 39	12407	18.70%
40 - 49	7754	11.70%
50 - 59	4227	6.40%
60+	4547	6.80%
Discrepancy	0	0.10%
Gender of Participants: (across all activities)		
Female	46974	70.60%
Male	19546	29.40%
Discrepancy	0	0%
Ethnicity of Participants: (across all activities)		
African-American	30628	46%
Asian-American	121	0.20%
European-American	28346	42.60%
Hispanic	3693	5.60%
Native-American	1485	2.20%
Other	2247	3.40%
Discrepancy	0	0%
Participants by Service Type: (across all activities)		
Academic Success Programs/Tutoring	2615	3.90%
Adoption Promotion and Support	82	0.10%
Adult Education	815	1.20%
Case Management	227	0.30%
Child Development	4878	7.30%
Client Advocacy	833	1.30%
Family Education and/or Skill Training	4739	7.10%
Family Reunification	125	0.20%
Family Support	16217	24.40%
Health Education	5625	8.50%
Individual or Family Counseling	206	0.30%
Information & Referral, Resource Linkage	7634	11.50%
Leadership Development	3169	4.80%
Occupational Skills/Job Readiness/Job Placement	1002	1.50%
Other	5146	7.70%
Parent/Child Participation programs	6361	9.60%
Respite Care	471	0.70%
Self Sufficiency	2267	3.40%
Service Coordination	4178	6.30%
Discrepancy	70	0.10%
Number of Times Child Care was Provided to Participants:	3397	
Number of Times Transportation was Provided to Participants:	5806	
Number of Meals Provided to Participants:	17334	
Amount of Flex Fund Provided to Participants:	\$6,765	

Report generated on 10/26/2001.

Appendix F

Activities with Individualized Statistics Report for FY 2000-2001

(These programs are ongoing programs aimed at specific skill development)

All Family Support/Family Resource Center Programs

Activities with Individualized Statistics Report for

Activities that Occurred Between 07/1/2000 and 06/30/2001

Activities	382	
Average Length of Activities (in days)	293.4	
Average Duration of Sessions (in hours)	1.9	
Participants (duplicated count) If a client participates in more than one activity, they are counted once for each activity in which they participate.	8754	
Participants (unduplicated count) Clients participating in any number of activities are counted once.	6962	
Clients Participating in More Than One Activity	1792	
Families (duplicated count) If a family participates in more than one activity, they are counted once for each activity in which they participate.	6962	
Families (unduplicated count) Families participating in any number of activities are counted once.	5277	
Families Participating in More Than One Activity	1680	
Average Reported Age of Participants (using unduplicated participant count)	23.1	
Reported Age of Participants by Age Range (using unduplicated participant count)		
0 - 5	1181	17.20%
6 - 12	1384	20.10%
13 - 18	720	10.50%
19 - 29	1425	20.70%
30 - 39	920	13.40%
40 - 49	617	9%
50 - 59	309	4.50%
60+	316	4.60%
Missing Date of Birth	90	
Gender of Participants (using unduplicated participant count)		
Female	4512	64.80%
Male	2450	35.20%
Ethnicity of Participants (using unduplicated participant count)		
European American	2238	32.10%
Hispanic	559	8%
African American	3614	51.90%
Other	211	3%
Native American	323	4.60%
Asian American	17	0.20%

Service Type Deliveries (Participant/Sessions) by Service Type		
Adult Education	18080	14.60%
Family Support	15922	12.80%
Academic Success Programs/Tutoring	28250	22.80%
Parent/Child Participation programs	8521	6.90%
Client Advocacy	1149	0.90%
Individual or Family Counseling	526	0.40%
Family Education and/or Skill Training	2799	2.30%
Child Development	30403	24.50%
Occupational Skills/Job Readiness/Job Placement	5620	4.50%
Leadership Development	4348	3.50%
Health Education	1638	1.30%
Other	2518	2%
Self Sufficiency	1340	1.10%
Case Management	268	0.20%
Information & Referral, Resource Linkage	2054	1.70%
Service Coordination	30	0%
Adoption Promotion and Support	60	0%
Respite Care	342	0.30%
Family Reunification	213	0.20%
Number of Times Child Care was Provided to Participants	4639	
Number of Times Transportation was Provided to Participants	19152	
Number of Meals Provided to Participants	46999	
Amount of Money Requested by Participants	\$390.00	
Amount of Flex Fund Provided to Participants	\$63,797.50	
Active Staff	190	
Inactive Staff	59	
Volunteer Staff	44	

Report generated on 10/26/2001.

Appendix G

North Carolina Family Support Outcome Scale

Type: ☐ Intake ☐ Intermediate ☐ Closure

Client's Name: _____

Date: ____/____/____

Activity Name: _____

Staff Member: _____

This questionnaire addresses issues that may be important in supporting families. It is to be completed at least twice—once before the intervention begins and once after it ends—**by the same staff member**. It is very important that the same staff member fill out this assessment for the same family so the success of the intervention or service can be measured. Consider each item below in terms of the family's current situation. Rate each item on the **10-point continuum** below, ranging from 0 (the item is "Not a Strength" for the family or community) to 5 (Moderate Strength) to 10 (Clear Strength). N/A means Not Applicable for the family or community. N/A can be the appropriate response for many items. To complete the Scale, circle the appropriate number to the right of each item.

A. Overall Child Functioning	Not a Strength					Moderate Strength					Clear Strength				
1. Child's developmental status (social, cognitive, etc.)	0	1	2	3	4	5	6	7	8	9	10	N/A			
2. Child's physical health	0	1	2	3	4	5	6	7	8	9	10	N/A			
3. Child's mental health	0	1	2	3	4	5	6	7	8	9	10	N/A			
4. Child's behavior	0	1	2	3	4	5	6	7	8	9	10	N/A			
5. Child's school performance	0	1	2	3	4	5	6	7	8	9	10	N/A			
6. Teenager's movement towards self-sufficiency	0	1	2	3	4	5	6	7	8	9	10	N/A			

B. Overall Parent Functioning	Not a Strength					Moderate Strength					Clear Strength				
1. Parenting skills, knowledge, and attitudes	0	1	2	3	4	5	6	7	8	9	10	N/A			
2. Parent's sense of support	0	1	2	3	4	5	6	7	8	9	10	N/A			
3. Parent's physical/mental health	0	1	2	3	4	5	6	7	8	9	10	N/A			
4. Parent's educational attainment	0	1	2	3	4	5	6	7	8	9	10	N/A			
5. Parent's leadership skills	0	1	2	3	4	5	6	7	8	9	10	N/A			
6. Participation in community groups and activities	0	1	2	3	4	5	6	7	8	9	10	N/A			

C. Overall Family Functioning	Not a Strength					Moderate Strength					Clear Strength				
1. Parent-child interactions, parent-child relationship	0	1	2	3	4	5	6	7	8	9	10	N/A			
2. Family communication	0	1	2	3	4	5	6	7	8	9	10	N/A			
3. Family cohesiveness, mutual support	0	1	2	3	4	5	6	7	8	9	10	N/A			
4. Physical, learning, emotional environments in home	0	1	2	3	4	5	6	7	8	9	10	N/A			
5. Informal social support (from friends, extended family)	0	1	2	3	4	5	6	7	8	9	10	N/A			
6. Family economic self-sufficiency	0	1	2	3	4	5	6	7	8	9	10	N/A			
7. Ability to meet basic economic needs	0	1	2	3	4	5	6	7	8	9	10	N/A			
8. Ability to solve family disputes without violence	0	1	2	3	4	5	6	7	8	9	10	N/A			

D. Overall Community Functioning	Not a Strength					Moderate Strength					Clear Strength				
1. Accessibility of human services in the community	0	1	2	3	4	5	6	7	8	9	10	N/A			
2. Family's knowledge of available human services	0	1	2	3	4	5	6	7	8	9	10	N/A			
3. Linkages between families and human services	0	1	2	3	4	5	6	7	8	9	10	N/A			
4. Relations between families and human services staff	0	1	2	3	4	5	6	7	8	9	10	N/A			
5. Support for Family Support program volunteers	0	1	2	3	4	5	6	7	8	9	10	N/A			
6. Family's participation in FS program governance	0	1	2	3	4	5	6	7	8	9	10	N/A			
7. Number of community leaders in area	0	1	2	3	4	5	6	7	8	9	10	N/A			
8. Number of organized communities in the area	0	1	2	3	4	5	6	7	8	9	10	N/A			
9. Cultural and recreational opportunities in the area	0	1	2	3	4	5	6	7	8	9	10	N/A			
10. Cooperation, trust "we feeling" in the community	0	1	2	3	4	5	6	7	8	9	10	N/A			

E. Overall Individual Functioning	Not a Strength					Moderate Strength					Clear Strength				
1. Individual's skills, knowledge, and attitudes	0	1	2	3	4	5	6	7	8	9	10	N/A			
2. Individual's sense of support	0	1	2	3	4	5	6	7	8	9	10	N/A			
3. Individual's physical/mental health	0	1	2	3	4	5	6	7	8	9	10	N/A			
4. Individual's educational attainment	0	1	2	3	4	5	6	7	8	9	10	N/A			
5. Individual's leadership skills	0	1	2	3	4	5	6	7	8	9	10	N/A			
6. Participation in community groups and activities	0	1	2	3	4	5	6	7	8	9	10	N/A			

North Carolina Family Support Outcomes Scale (NCFSOS): A User's Guide

Introduction

The North Carolina Family Support Outcomes Scale (NCFSOS) is an assessment tool for Family Support programs begun under the federal government's Family Preservation / Family Support initiative of 1993. It is the product of the Family Preservation / Family Support Evaluation Team. Although there is a wide array of Family Support programs across the state, and therefore a wide array of different outcomes that these programs are interested in measuring, we tried to address as many of the programs' stated outcome goals as possible in the NCFSOS. All of these outcomes should be tied to the state goals and outcomes. Family Support literature helped us in summarizing the individual items on the NCFSOS into four domains.

The NCFSOS will be included as part of North Carolina's statewide Family Support Management Information System (MIS), an information system designed to track program data from all FS programs from across the state. Since the NCFSOS was designed as the program outcomes part of the MIS, it is a global measure. Each item addresses a very complex issue in a single global phrase. For instance, item B. I ("Parenting skills, knowledge, and attitudes") addresses a range of possible outcome goals stated by parent education programs across the state: increasing positive child discipline techniques, increasing parents' knowledge of appropriate developmental behavior, improving parents' attitudes towards child-rearing and their children, and so on. All of these outcome goals, each of which itself can be broken down into several factors or issues, have been integrated into the global, general phrase "Parenting skills, knowledge, and attitudes." This global approach, which is necessary to keep the MIS as brief as possible, necessarily results in a lack of precision or rigor within each individual item. This lack of precision is the trade-off for making the MIS brief and manageable for both workers and state evaluators.

The purposes of the NCFSOS are as follows:

- to provide before-and-after information about the families that receive family support services through the FP / FS initiative;
- to enhance the programs' outcome goals by specifying changes or progress in child, parent, family, and community functioning;
- to present a framework for addressing the strengths of each family for services planning and intervention;
- to provide a tool for family support workers and families to sit down and discuss the similarities and differences in their ratings on the domains in the measure;
- to provide a uniform data base to complement the family tracking information system that will be created as part of the FS evaluation.

The NC Family Support Outcomes Scale is organized around five broad domains intended to cover the range of Family Support interventions. These domains are adopted from the literature on Family Support interventions (especially Weiss & Jacobs, 1988). The five domains are as follows:

- Overall Child Functioning
- Overall Parent Functioning
- Overall Family Functioning
- Overall Community Functioning
- Overall Individual Functioning

Instructions for completing the NCFSES:

1. **The NCFSES is to be** filled out by the Family Support Worker for families participating in Family Support interventions.
2. The NCFSES is to be completed at least twice, once **before the intervention has** begun (or soon after it has begun), and once after it **has ended** (or soon before it ends).
3. The same two people--the same Family Support Worker and the same family member--should complete the NCFSES both before and after the intervention.
4. To complete the four versions of the NCFSES, workers and family members will detach the appropriate version from the NCFSES packet and complete it as indicated. For most interventions, "N/A" will be a frequently circled response. The NCFSES is designed to be extremely broad -- to cover as much as possible of what Family Support Programs in North Carolina are actually doing in their programs, and to cover as many of the programs' stated outcomes as possible. Since it is so broad, we are not expecting any single program to address all, or even very many, of these outcomes. Indeed, it may be that a particular program addresses only one or two items, and the rest are "N/A" (Not Applicable). If that is the case, complete the measure for those one or two items, and leave the rest of the items blank. As noted in the instructions, blank items will be coded as "N/A" in the statewide data set.
5. A note on the 0 - 10 scale: Another way to think about this scale, other than a range from Not a Strength to Moderate Strength to Clear Strength, is to think of it in terms of percentages. Respondents might think of the percent of time that each item is a strength. For instance, if a child's behavior is a strength about half the time, respondents can circle "5".
5. It is possible to use the NCFSES more frequently than twice, to document progress or change over time in more detail than a before-and-after assessment allows.

In an ongoing program, the NCFSES should be completed within 1 - 2 weeks of a family's first contact with the Family Support (FS) program, and then again within 1 - 2 weeks of a family's last contact. Since it is often families who decide the duration of involvement in FS programs, however, programs may want to fill out the NCFSES periodically (i.e., biweekly, monthly, bimonthly) as seems appropriate given the intensity and / or duration of each particular FS program. This way both workers and families would have an ongoing record of the areas in which improvement is occurring, and the areas in which improvement is more challenging.

The NCFSES will probably work less well for one-time or "one-shot" Family Support (FS) programs. In such programs, the NCFSES should not be used as a pre post or before-and-after measure. For one-time activities, programs should use the single event reporting form.

By completing the NCFSES on the same family over time, families, workers, administrators, and state evaluators will have crucial information about the progress of individual families and of Family Support programs as a whole.

Overall Meaning of Scores

The 10-point scale is explained below:

- 0-3 = Not a Strength: there are no positive characteristics in a particular item or overall domain that have a positive effect on the family or community.
- 4-7 = Moderate Strength: there are positive but moderate characteristics in a particular item or overall domain that have a strengthening effect on the family.
- 8-10 = Clear Strength: there are positive and strong characteristics in a particular item or overall domain that have a strengthening effect on the family.

As noted above, another way to think about this scale, other than a range from Not a Strength to Moderate Strength to Clear Strength, is to think of it in terms of percentages. A respondent might think of the percent of time that each item is a strength. For instance, if a child's behavior is a strength about half the time, the respondent could circle "5".

Since the domain score represents the rater's overall assessment of each domain, it is conceivable that the ratings on individual items may differ from the overall rating. It is the overall rating that will be tracked on the statewide tracking system. The more detailed information gathered on the individual items are for local program use and to assist families and workers track progress on a more detailed level than that represented in the domain ratings.

Finally, the NCFSSOS is structured to document critical elements of family functioning for the purposes mentioned in the Introduction section. It is not intended to substitute for in-depth diagnostic evaluation of one or more members of the family, the family as a whole, or the local community.

Guidelines for rating

It is important to keep in mind that two primary factors influence workers' ratings, both of which are legitimate and appropriate: the rater's knowledge of the family, and professional judgment of the rater. Both factors make it necessary to focus on intra-rater, rather than inter-rater reliability.

Definitions for Overall Domains and Individual Items

Specific definitions for each overall domain and individual item are not included in the user manual. This was a purposeful decision. Based on our review of the family support literature and on our knowledge of the array of family support interventions being implemented across the state, all four of the overall domains are potentially relevant to families served through FS programs. However, according to particular FS programs, the definitions for domains and individual items may vary according to program type, length of intervention, 'intensity' of intervention, and so on. Further, the domains and items may need to be evaluated according to the specific circumstances of individual families. Therefore, workers and families should assess domains and individual items using definitions that are appropriate to the particular program and the particular family participating in that program.

1. Before-and-After Comparison

To measure progress on outcomes over time, the first NCFSSOS assessment (worker versions) will be compared with the last assessment. Theoretically a family or person receiving Family Support (FS) services will find one or more problem areas alleviated or eliminated. However, it is also conceivable that a family may still be experiencing difficulties at the end of the FS intervention. This may be so not because the FS intervention has failed, but because the full array of needed services is not available. In such instances the FS worker can document and summarize these issues for service review and program development. Thus the before-and-after comparison can heighten service accountability and yield important information about potential systemic problems experienced by the family. Further, as noted above, the comparison of the first NCFSSOS assessments and the last ones will provide the worker, family, and agency administrators with critical information about the progress of particular families and the FS program as a whole.

2. Rater Subjectivity

The NCFSSOS is subjective in both the initial ratings and in the progress achieved during subsequent ratings. It is extremely important that the raters provide their most honest and accurate assessments. This information helps document not only families' strengths and problems, but also the progress that can be reasonably achieved in a FS intervention.

Instructions for Completing the North Carolina Family Support Outcomes Scale (NCFSOS)

1. The NCFSOS is to be filled out by the Family Support Workers
2. The NCFSOS is to be completed at least twice, once before the intervention has begun (or soon after it has begun), and once after it has ended (or soon before it ends).
3. The same two people -- the same Family Support Worker and the same family member -- should complete the NCFSOS both before and after the intervention.

Who fills out the NCFSOS?

Family Support Worker (Both should be completed with Family)

4. For most interventions, "N/A" will be a frequently circled response. The NCFSOS is designed to be extremely broad -- to cover as much as possible of what Family Support Programs in North Carolina are actually doing in their programs, and to cover as many of the programs' stated outcomes as possible. Since it is so broad, we are not expecting any single program to address all, or even very many, of these outcomes. Indeed, it may be that a particular program addresses only one or two items, and the rest are "N/A" (Not Applicable). If that is the case, complete the measure for those one or two items, and leave the rest of the items blank. As noted in the instructions, blank items will be coded as "N/A" in the statewide data set. A note on the 0 - 10 scale: Another way to think about this scale, other than a range from Not a Strength to Moderate Strength to Clear Strength, is to think of it in terms of percentages. Respondents might think of the percent of time that each item is a strength. For instance, if a child's behavior is a strength about half the time, respondents can circle "5".
5. For group interventions (such as parenting classes, support groups, etc.), we do not expect the Family Support Worker to complete the NCFSOS.
6. It is possible to use the NCFSOS more frequently than twice, to document progress or change over time in more detail than a before-and-after assessment allows. To do this you must complete an "intake" assessment scale. Please keep this sheet in your records, in case we need to contact you about something as we enter and process the data.

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Appendix H



North Carolina Family Support Programs Client Satisfaction Survey

The following questions are designed to help our Family Resource Center get a better idea of how we are serving you and how we can improve. All answers will be kept strictly confidential, so please be honest in your answers and your comments. **Thank you** for taking the time to answer these questions and for helping us improve the program.

What program and activities run by this program do you participate in? _____

What is your sex?

Male Female

What is your race or ethnic background?

African-American Caucasian Asian/Pacific Islander
American Indian Hispanic Other _____

Do you have any children? Yes No **If yes, how many currently live with you?** _____

How long have you participated in the program? _____ years _____ months

How often do you participate in program activities? _____ times a month

<i>Please check the box that best describes your answer.</i>	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Somewhat Disagree</i>	<i>Undecided</i>	<i>Somewhat Agree</i>	<i>Agree</i>	<i>Strongly Agree</i>	<i>Not Applicable</i>
1. The people at this program care about me.								
2. Parents make decisions about the program and its plans for the future.								
3. If the program does not offer what I need, staff will help me find another way to get it.								
4. I would recommend this program to another parent in the community.								
5. Every family is welcome at the program, no matter what their beliefs or lifestyles are.								
6. I have become better at advocating for my family and making my concerns heard.								
7. Parents help plan and organize activities and programs that are useful for families.								
8. Participation in program activities has helped me become a better caregiver for my family.								
9. Program staff acknowledge the things I do well.								
10. When I have problems getting services I need for my family, program staff help me figure out how to get what I need.								
11. Since becoming involved in the programs here, I have become more involved in the community.								
12. The services I get here have been a big help to me.								
13. My family and I feel safe at the program.								
14. Overall, I am satisfied with the services I have received from this program.								

➤ **Please provide us with comments on how we can improve the Family Support Program that you participate in. If you need additional space, please use the back of this paper.**